

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Nursing Home Name	Provider Number	Street
ABERNETHY LAURELS	345161	102 LEONARD AVENUE
ADAMS FARM LIVING & REHABILITATION	345535	5100 MACKAY ROAD
ADAMS FARM LIVING & REHABILITATION	345535	5100 MACKAY ROAD
ADAMS FARM LIVING & REHABILITATION	345535	5100 MACKAY ROAD
ADAMS FARM LIVING & REHABILITATION	345535	5100 MACKAY ROAD
ADAMS FARM LIVING & REHABILITATION	345535	5100 MACKAY ROAD
ADAMS FARM LIVING & REHABILITATION	345535	5100 MACKAY ROAD
ADAMS FARM LIVING & REHABILITATION	345535	5100 MACKAY ROAD

NC NH Complaints

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City	State	Zip Code	Phone
NEWTON	NC	28658	8284648260
JAMESTOWN	NC	27282	3368555596
JAMESTOWN	NC	27282	3368555596
JAMESTOWN	NC	27282	3368555596
JAMESTOWN	NC	27282	3368555596
JAMESTOWN	NC	27282	3368555596
JAMESTOWN	NC	27282	3368555596
JAMESTOWN	NC	27282	3368555596

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Survey Date	Date of Correction
06/01/2009	06/16/2009
09/18/2009	09/22/2009
03/26/2010	04/26/2010
03/26/2010	05/20/2010
03/26/2010	04/26/2010
05/20/2010	06/18/2010
05/20/2010	06/18/2010
05/03/2012	05/31/2012

NC NH Complaints

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Deficiency Type	Deficiency Category
HEALTH	Resident Rights Deficiencies
HEALTH	Environmental Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Quality Care Deficiencies
HEALTH	Environmental Deficiencies

NC NH Complaints

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Deficiency	Scope	Level of Harm
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few	2
Provide housekeeping and maintenance services.	Some	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ALAMANCE HEALTH CARE CENTER	345420	1987 HILTON STREET
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ALAMANCE HEALTH CARE CENTER	345420	1987 HILTON STREET
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ALAMANCE HEALTH CARE CENTER	345420	1987 HILTON STREET
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ALAMANCE HEALTH CARE CENTER	345420	1987 HILTON STREET
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ALAMANCE HEALTH CARE CENTER	345420	1987 HILTON STREET
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ALAMANCE HEALTH CARE CENTER	345420	1987 HILTON STREET
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ALAMANCE HEALTH CARE CENTER	345420	1987 HILTON STREET
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ALAMANCE HEALTH CARE CENTER	345420	1987 HILTON STREET
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ALAMANCE HEALTH CARE CENTER	345420	1987 HILTON STREET
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BURLINGTON	NC	27217	3362260848
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BURLINGTON	NC	27217	3362260848
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BURLINGTON	NC	27217	3362260848
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BURLINGTON	NC	27217	3362260848
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BURLINGTON	NC	27217	3362260848
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BURLINGTON	NC	27217	3362260848
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BURLINGTON	NC	27217	3362260848
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BURLINGTON	NC	27217	3362260848
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BURLINGTON	NC	27217	3362260848
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01/14/2010

02/11/2010

01/14/2010

02/11/2010

01/29/2010

02/19/2010

01/15/2011

02/14/2011

01/15/2011

02/14/2011

05/25/2011

07/27/2011

06/14/2011

07/27/2011

06/14/2011

07/27/2011

06/14/2011

07/27/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

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Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Quickly tell the resident's doctor the results of lab tests.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent	Few	2

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ALAMANCE HEALTH CARE CENTER	345420	1987 HILTON STREET
ALAMANCE HEALTH CARE CENTER	345420	1987 HILTON STREET
ALEXANDRIA PLACE	345441	1770 OAK HOLLOW ROAD
ALEXANDRIA PLACE	345441	1770 OAK HOLLOW ROAD
ALLEGHANY CARE AND REHABILITATION CENTER	345261	179 COMBS STREET
ALLEGHANY CARE AND REHABILITATION CENTER	345261	179 COMBS STREET
ALLEGHANY CARE AND REHABILITATION CENTER	345261	179 COMBS STREET
ALLEGHANY CARE AND REHABILITATION CENTER	345261	179 COMBS STREET

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Based on Nursing Home Compare - Complaint Deficiency

BURLINGTON	NC	27217	3362260848
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BURLINGTON	NC	27217	3362260848
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GASTONIA	NC	28054	7048538175
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GASTONIA	NC	28054	7048538175
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SPARTA	NC	28675	3363722441
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SPARTA	NC	28675	3363722441
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SPARTA	NC	28675	3363722441
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SPARTA	NC	28675	3363722441
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07/27/2011

08/20/2011

05/11/2012

06/09/2012

04/28/2011

06/15/2011

04/28/2011

06/15/2011

01/19/2011

02/11/2011

09/29/2011

12/15/2011

11/21/2011

12/15/2011

11/21/2011

12/15/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

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Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

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and provides supervision to prevent avoidable accidents.		
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2

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AMH SEGRAVES CARE CENTER	345424	200 HOSPITAL AVE
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ANSON COMMUNITY HOSPITAL SNF	345051	500 MORVEN RD
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ASHEVILLE HEALTH CARE CENTER	345418	1984 HIGHWAY 70
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ASHEVILLE HEALTH CARE CENTER	345418	1984 HIGHWAY 70
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ASHEVILLE HEALTH CARE CENTER	345418	1984 HIGHWAY 70
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ASHEVILLE HEALTH CARE CENTER	345418	1984 HIGHWAY 70
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ASHEVILLE HEALTH CARE CENTER	345418	1984 HIGHWAY 70
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JEFFERSON	NC	28640	3368467101
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WADESBORO	NC	28170	7046945131
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SWANNANOA	NC	28778	8282982214
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SWANNANOA	NC	28778	8282982214
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SWANNANOA	NC	28778	8282982214
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SWANNANOA	NC	28778	8282982214
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SWANNANOA	NC	28778	8282982214
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04/14/2010

05/17/2010

08/03/2012

08/29/2012

02/11/2011

03/11/2011

02/11/2011

03/11/2011

02/11/2011

03/11/2011

02/11/2011

03/11/2011

10/19/2011

11/16/2011

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HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

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Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	3
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Give residents proper treatment to prevent new bed (pressure) sores or	Few	2

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ASHEVILLE HEALTH CARE CENTER	345418	1984 HIGHWAY 70
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ASHEVILLE HEALTH CARE CENTER	345418	1984 HIGHWAY 70
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ASHEVILLE HEALTH CARE CENTER	345418	1984 HIGHWAY 70
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ASHTON PLACE HEALTH AND REHAB	345548	5533 BURLINGTON ROAD
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ASHTON PLACE HEALTH AND REHAB	345548	5533 BURLINGTON ROAD
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ASHTON PLACE HEALTH AND REHAB	345548	5533 BURLINGTON ROAD
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ASHTON PLACE HEALTH AND REHAB	345548	5533 BURLINGTON ROAD
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SWANNANOVA	NC	28778	8282982214
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SWANNANOVA	NC	28778	8282982214
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SWANNANOVA	NC	28778	8282982214
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MC LEANSVILLE	NC	27301	3366980045
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MC LEANSVILLE	NC	27301	3366980045
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MC LEANSVILLE	NC	27301	3366980045
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MC LEANSVILLE	NC	27301	3366980045
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NC NH Complaints

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11/16/2011

12/14/2011

11/16/2011

12/14/2011

11/16/2011

12/14/2011

05/18/2011

07/07/2011

05/18/2011

07/07/2011

05/18/2011

07/07/2011

05/18/2011

07/07/2011

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Quality Care Deficiencies

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Quality Care Deficiencies

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Pharmacy Service Deficiencies

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Resident Rights Deficiencies

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Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

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prevent new bed (pressure) sores or heal existing bed sores.		
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent	Few	3

NC NH Complaints

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ASHTON PLACE HEALTH AND REHAB

345548

5533 BURLINGTON ROAD

ASHTON PLACE HEALTH AND REHAB

345548

5533 BURLINGTON ROAD

AUTUMN CARE OF BISCOE

345000

401 LAMBERT ROAD P O
BOX 708

AUTUMN CARE OF BISCOE

345000

401 LAMBERT ROAD P O
BOX 708

AUTUMN CARE OF FOREST CITY

345314

830 BETHANY CHURCH RD

AUTUMN CARE OF FOREST CITY

345314

830 BETHANY CHURCH RD

AUTUMN CARE OF FOREST CITY

345314

830 BETHANY CHURCH RD

AUTUMN CARE OF FOREST CITY

345314

830 BETHANY CHURCH RD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MC LEANSVILLE	NC	27301	3366980045
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MC LEANSVILLE	NC	27301	3366980045
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BISCOE	NC	27209	9104282117
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BISCOE	NC	27209	9104282117
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FOREST CITY	NC	28043	8282452852
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FOREST CITY	NC	28043	8282452852
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FOREST CITY	NC	28043	8282452852
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FOREST CITY	NC	28043	8282452852
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/14/2011

07/07/2011

07/07/2011

07/31/2011

01/13/2010

02/10/2010

10/13/2011

11/10/2011

06/29/2009

07/06/2009

11/12/2009

11/26/2009

06/30/2010

07/21/2010

04/07/2011

05/07/2011

NC NH Complaints

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HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

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Quality Care Deficiencies

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Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and provides supervision to prevent avoidable accidents.

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Assess the resident when the resident enters the nursing home, in a timely manner.	Some	1
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Reasonably accommodate the needs and preferences of each resident.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
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AUTUMN CARE OF MOCKSVILLE	345129	1007 HOWARD ST
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AUTUMN CARE OF MOCKSVILLE	345129	1007 HOWARD ST
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AUTUMN CARE OF MYRTLE GROVE	345507	5725 CAROLINA BEACH ROAD
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AUTUMN CARE OF RAEFORD	345280	1206 N FULTON ST
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AUTUMN CARE OF RAEFORD	345280	1206 N FULTON ST
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AUTUMN CARE OF RAEFORD	345280	1206 N FULTON ST
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AUTUMN CARE OF RAEFORD	345280	1206 N FULTON ST
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AUTUMN CARE OF RAEFORD	345280	1206 N FULTON ST
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NC NH Complaints

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MOCKSVILLE	NC	27028	3367513535
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MOCKSVILLE	NC	27028	3367513535
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WILMINGTON	NC	28408	9107921455
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RAEFORD	NC	28376	9108754280
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RAEFORD	NC	28376	9108754280
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RAEFORD	NC	28376	9108754280
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RAEFORD	NC	28376	9108754280
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RAEFORD	NC	28376	9108754280
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Based on Nursing Home Compare - Complaint Deficiency

10/27/2011

11/19/2011

10/27/2011

11/19/2011

06/04/2010

06/25/2010

04/15/2010

05/13/2010

04/15/2010

05/13/2010

04/15/2010

05/13/2010

04/15/2010

05/13/2010

10/19/2010

11/08/2010

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HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Give the right treatment and services to residents who have mental or psychosocial problems adjusting.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Provide housekeeping and maintenance services.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent	Few	2

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AUTUMN CARE OF SALISBURY

345269

1505 BRINGLE FERRY
ROAD

AUTUMN CARE OF SALISBURY

345269

1505 BRINGLE FERRY
ROAD

AUTUMN CARE OF SALUDA

345351

501 ESSEOLA CIRCLE

AVANTE AT CHARLOTTE

345134

4801 RANDOLPH RD

AVANTE AT CONCORD

345130

515 LAKE CONCORD RD

AVANTE AT CONCORD

345130

515 LAKE CONCORD RD

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SALISBURY	NC	28146	7046375885
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SALISBURY	NC	28146	7046375885
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SALUDA	NC	28773	8287492261
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CHARLOTTE	NC	28211	7043648363
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CONCORD	NC	28025	7047844494
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CONCORD	NC	28025	7047844494
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08/19/2009

09/15/2009

08/19/2009

09/15/2009

08/11/2009

09/01/2009

08/07/2012

08/20/2012

09/02/2010

09/29/2010

09/29/2010

09/30/2010

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HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

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HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

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receive proper services to prevent urinary tract infections and restore normal bladder function.

Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.

Few

2

Provide necessary care and services to maintain the highest well being of each resident .

Few

2

Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.

Few

2

Make sure services provided by the nursing facility meet professional standards of quality.

Few

2

1) Make sure that each resident's drug regimen is free from unnecessary drugs;
2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.

Few

2

Provide housekeeping and maintenance services.

Few

2

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Based on Nursing Home Compare - Complaint Deficiency

AVANTE AT CONCORD	345130	515 LAKE CONCORD RD
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AVANTE AT CONCORD	345130	515 LAKE CONCORD RD
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AVANTE AT CONCORD	345130	515 LAKE CONCORD RD
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AVANTE AT CONCORD	345130	515 LAKE CONCORD RD
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AVANTE AT REIDSVILLE	345227	543 MAPLE AVENUE
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AVANTE AT REIDSVILLE	345227	543 MAPLE AVENUE
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AVANTE AT REIDSVILLE	345227	543 MAPLE AVENUE
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AVANTE AT REIDSVILLE	345227	543 MAPLE AVENUE
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AVANTE AT REIDSVILLE	345227	543 MAPLE AVENUE
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CONCORD	NC	28025	7047844494
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CONCORD	NC	28025	7047844494
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CONCORD	NC	28025	7047844494
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CONCORD	NC	28025	7047844494
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REIDSVILLE	NC	27320	3363421382
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REIDSVILLE	NC	27320	3363421382
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REIDSVILLE	NC	27320	3363421382
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REIDSVILLE	NC	27320	3363421382
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REIDSVILLE	NC	27320	3363421382
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/29/2010

09/30/2010

01/06/2012

03/01/2012

01/06/2012

03/01/2012

01/06/2012

03/01/2012

10/14/2010

12/10/2010

10/14/2010

12/10/2010

10/14/2010

12/10/2010

10/14/2010

12/10/2010

10/14/2010

12/10/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Try to resolve each resident's complaints quickly.	Few	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Keep each resident's personal and medical records private and confidential.	Few	2
Provide housekeeping and maintenance services.	Some	2
Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Few	2
Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

AVANTE AT REIDSVILLE	345227	543 MAPLE AVENUE
AVANTE AT REIDSVILLE	345227	543 MAPLE AVENUE
AVANTE AT REIDSVILLE	345227	543 MAPLE AVENUE
AVANTE AT WILKESBORO	345133	1000 COLLEGE ST
AVANTE AT WILKESBORO	345133	1000 COLLEGE ST
AVANTE AT WILSON	345063	1804 FOREST HILLS RD BOX 7156
AVANTE AT WILSON	345063	1804 FOREST HILLS RD BOX 7156
AVANTE AT WILSON	345063	1804 FOREST HILLS RD BOX 7156

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

REIDSVILLE	NC	27320	3363421382
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REIDSVILLE	NC	27320	3363421382
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REIDSVILLE	NC	27320	3363421382
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WILKESBORO	NC	28697	3368384141
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WILKESBORO	NC	28697	3368384141
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WILSON	NC	27893	2522378161
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WILSON	NC	27893	2522378161
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WILSON	NC	27893	2522378161
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

11/17/2011

12/15/2011

11/17/2011

12/15/2011

11/17/2011

12/15/2011

06/29/2010

07/21/2010

10/20/2010

11/17/2010

07/09/2009

08/01/2009

07/09/2009

08/01/2009

12/30/2009

01/18/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

for residents, staff and the public.		
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Provide housekeeping and maintenance services.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Some	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	3

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

AVANTE AT WILSON	345063	1804 FOREST HILLS RD BOX 7156
AVANTE AT WILSON	345063	1804 FOREST HILLS RD BOX 7156
AVANTE AT WILSON	345063	1804 FOREST HILLS RD BOX 7156
AVANTE AT WILSON	345063	1804 FOREST HILLS RD BOX 7156
AVANTE AT WILSON	345063	1804 FOREST HILLS RD BOX 7156
BARBOUR COURT NURSING AND REHABILITATION CENTER	345237	515 BARBOUR RD
BARBOUR COURT NURSING AND REHABILITATION CENTER	345237	515 BARBOUR RD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WILSON	NC	27893	2522378161
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WILSON	NC	27893	2522378161
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WILSON	NC	27893	2522378161
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WILSON	NC	27893	2522378161
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WILSON	NC	27893	2522378161
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SMITHFIELD	NC	27577	9199346017
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SMITHFIELD	NC	27577	9199346017
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/30/2009

01/18/2010

07/01/2010

08/02/2010

07/01/2010

08/02/2010

07/01/2010

08/02/2010

04/27/2011

04/28/2011

06/16/2010

07/02/2010

12/08/2010

12/24/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Some	4
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BARBOUR COURT NURSING AND REHABILITATION CENTER	345237	515 BARBOUR RD
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BARBOUR COURT NURSING AND REHABILITATION CENTER	345237	515 BARBOUR RD
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BARBOUR COURT NURSING AND REHABILITATION CENTER	345237	515 BARBOUR RD
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BARBOUR COURT NURSING AND REHABILITATION CENTER	345237	515 BARBOUR RD
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BARBOUR COURT NURSING AND REHABILITATION CENTER	345237	515 BARBOUR RD
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BARBOUR COURT NURSING AND REHABILITATION CENTER	345237	515 BARBOUR RD
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BARBOUR COURT NURSING AND REHABILITATION CENTER	345237	515 BARBOUR RD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SMITHFIELD	NC	27577	9199346017
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SMITHFIELD	NC	27577	9199346017
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SMITHFIELD	NC	27577	9199346017
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SMITHFIELD	NC	27577	9199346017
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SMITHFIELD	NC	27577	9199346017
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SMITHFIELD	NC	27577	9199346017
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SMITHFIELD	NC	27577	9199346017
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/08/2010

12/24/2010

02/22/2011

03/07/2011

02/22/2011

03/07/2011

02/22/2011

03/07/2011

11/21/2011

12/12/2011

11/21/2011

12/12/2011

01/18/2012

01/26/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident.		
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	4
Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	4
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure each resident has the right to have a choice over activities, their	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BARBOUR COURT NURSING AND REHABILITATION
CENTER

345237

515 BARBOUR RD

BAYVIEW NURSING & REHAB CENTER

345465

3003 KENSINGTON PARK
DRIVE

BAYVIEW NURSING & REHAB CENTER

345465

3003 KENSINGTON PARK
DRIVE

BAYVIEW NURSING & REHAB CENTER

345465

3003 KENSINGTON PARK
DRIVE

BAYVIEW NURSING & REHAB CENTER

345465

3003 KENSINGTON PARK
DRIVE

BAYVIEW NURSING & REHAB CENTER

345465

3003 KENSINGTON PARK
DRIVE

BAYVIEW NURSING & REHAB CENTER

345465

3003 KENSINGTON PARK
DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SMITHFIELD	NC	27577	9199346017
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NEW BERN	NC	28560	2526381818
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NEW BERN	NC	28560	2526381818
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NEW BERN	NC	28560	2526381818
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NEW BERN	NC	28560	2526381818
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NEW BERN	NC	28560	2526381818
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NEW BERN	NC	28560	2526381818
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/18/2012

01/26/2012

06/10/2009

07/08/2009

03/05/2010

03/19/2010

03/05/2010

03/19/2010

03/05/2010

03/19/2010

03/05/2010

03/19/2010

03/05/2010

03/19/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

schedules and health care according to his or her interests, assessment, and plan of care.

Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	3
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Allow the resident the right to participate in the planning or revision of the resident's care plan.	Few	3
--	-----	---

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few	3
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1) Review the work of each nurse aide every year; and 2) give regular in-service training based upon these reviews.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BAYVIEW NURSING & REHAB CENTER

345465

3003 KENSINGTON PARK
DRIVE

BAYVIEW NURSING & REHAB CENTER

345465

3003 KENSINGTON PARK
DRIVE

BAYVIEW NURSING & REHAB CENTER

345465

3003 KENSINGTON PARK
DRIVE

BAYVIEW NURSING & REHAB CENTER

345465

3003 KENSINGTON PARK
DRIVE

BAYVIEW NURSING & REHAB CENTER

345465

3003 KENSINGTON PARK
DRIVE

BERMUDA COMMONS NURSING AND REHABILITATION
CENTER

345543

316 NC HWY 801 SOUTH

BERMUDA COMMONS NURSING AND REHABILITATION

345543

316 NC HWY 801 SOUTH

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

NEW BERN	NC	28560	2526381818
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NEW BERN	NC	28560	2526381818
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NEW BERN	NC	28560	2526381818
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NEW BERN	NC	28560	2526381818
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NEW BERN	NC	28560	2526381818
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ADVANCE	NC	27006	3369980240
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ADVANCE	NC	27006	3369980240
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

05/04/2011

05/13/2011

02/14/2012

03/13/2012

02/14/2012

03/13/2012

04/25/2012

05/13/2012

04/25/2012

05/13/2012

03/01/2010

03/26/2010

04/22/2010

05/14/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

reviews.

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
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At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
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Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
---	-----	---

Have an agreement with at least one or more hospitals certified by Medicare or Medicaid to make sure residents can be moved quickly to the hospital when they need medical care.	Few	2
--	-----	---

Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Make sure that the nursing home area is	Few	3
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CENTER

BERMUDA COMMONS NURSING AND REHABILITATION CENTER	345543	316 NC HWY 801 SOUTH
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BETHANY WOODS NURSING AND REHABILITATION CENTER	345146	33426 OLD SALISBURY ROAD BOX 1250
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BETHANY WOODS NURSING AND REHABILITATION CENTER	345146	33426 OLD SALISBURY ROAD BOX 1250
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BETHANY WOODS NURSING AND REHABILITATION CENTER	345146	33426 OLD SALISBURY ROAD BOX 1250
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BETHANY WOODS NURSING AND REHABILITATION CENTER	345146	33426 OLD SALISBURY ROAD BOX 1250
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BEYSTONE HEALTH & REHABILITATION	345253	80 BROWNSBERGER CIRCLE
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BEYSTONE HEALTH & REHABILITATION	345253	80 BROWNSBERGER CIRCLE
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ADVANCE	NC	27006	3369980240
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ALBEMARLE	NC	28002	7049831195
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ALBEMARLE	NC	28002	7049831195
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ALBEMARLE	NC	28002	7049831195
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ALBEMARLE	NC	28002	7049831195
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FLETCHER	NC	28732	8286844857
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FLETCHER	NC	28732	8286844857
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

10/27/2011

11/03/2011

07/15/2010

08/12/2010

12/03/2010

11/30/2010

07/22/2011

08/15/2011

07/22/2011

08/15/2011

11/19/2009

12/16/2009

06/14/2011

07/12/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

free from accident hazards and risks
and provides supervision to prevent
avoidable accidents.

Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Some	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Conduct initial and periodic assessments of each resident's functional capacity.	Few	2
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
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Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	Some	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BEYSTONE HEALTH & REHABILITATION

345253

80 BROWNSBERGER
CIRCLE

BIG ELM RETIREMENT AND NURSING CENTERS

345342

1285 WEST A STREET

BIG ELM RETIREMENT AND NURSING CENTERS

345342

1285 WEST A STREET

BIG ELM RETIREMENT AND NURSING CENTERS

345342

1285 WEST A STREET

BLESSED HEALTH & REHAB OF DUNN, LLC

345173

201 NORTH ELLIS AVENUE

BLOWING ROCK HOSPITAL LTC

345045

418 CHESTNUT ST

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FLETCHER	NC	28732	8286844857
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KANNAPOLIS	NC	28081	7049320000
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KANNAPOLIS	NC	28081	7049320000
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KANNAPOLIS	NC	28081	7049320000
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DUNN	NC	28334	9108924021
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BLOWING ROCK	NC	28605	8282953136
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/14/2011

07/12/2011

09/30/2010

10/28/2010

09/30/2010

10/28/2010

03/17/2011

04/14/2011

04/01/2011

05/16/2011

12/30/2009

01/15/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

FIRE SAFETY

Exits and Egress Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

of the resident of situations

(injury/decline/room, etc.) that affect the resident.

Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
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At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	3
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exits that are accessible at all times.	Many	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BLOWING ROCK HOSPITAL LTC	345045	418 CHESTNUT ST
BLUMENTHAL JEWISH NURSING & REHAB CENTER	345006	3724 WIRELESS DRIVE
BLUMENTHAL JEWISH NURSING & REHAB CENTER	345006	3724 WIRELESS DRIVE
BLUMENTHAL JEWISH NURSING & REHAB CENTER	345006	3724 WIRELESS DRIVE
BLUMENTHAL JEWISH NURSING & REHAB CENTER	345006	3724 WIRELESS DRIVE
BLUMENTHAL JEWISH NURSING & REHAB CENTER	345006	3724 WIRELESS DRIVE
BLUMENTHAL JEWISH NURSING & REHAB CENTER	345006	3724 WIRELESS DRIVE
BLUMENTHAL JEWISH NURSING & REHAB CENTER	345006	3724 WIRELESS DRIVE
BRANTWOOD NH & RETIREMENT CENT	345412	1038 COLLEGE ST PO BOX 1006

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BLOWING ROCK	NC	28605	8282953136
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GREENSBORO	NC	27455	3365409991
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GREENSBORO	NC	27455	3365409991
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GREENSBORO	NC	27455	3365409991
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GREENSBORO	NC	27455	3365409991
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GREENSBORO	NC	27455	3365409991
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GREENSBORO	NC	27455	3365409991
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OXFORD	NC	27565	9196903334
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/30/2009

01/15/2010

01/29/2010

02/26/2010

01/29/2010

02/26/2010

01/29/2010

02/26/2010

01/29/2010

02/26/2010

01/29/2010

02/26/2010

01/29/2010

02/26/2010

06/19/2009

06/20/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Keep each resident's personal and medical records private and confidential.	Some	1
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure that the nursing home area is free from accident hazards and risks	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

1006

BRANTWOOD NH & RETIREMENT CENT

345412

1038 COLLEGE ST PO BOX
1006

BRANTWOOD NH & RETIREMENT CENT

345412

1038 COLLEGE ST PO BOX
1006

BRANTWOOD NH & RETIREMENT CENT

345412

1038 COLLEGE ST PO BOX
1006

BRANTWOOD NH & RETIREMENT CENT

345412

1038 COLLEGE ST PO BOX
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BRANTWOOD NH & RETIREMENT CENT

345412

1038 COLLEGE ST PO BOX
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BRANTWOOD NH & RETIREMENT CENT

345412

1038 COLLEGE ST PO BOX
1006

BRANTWOOD NH & RETIREMENT CENT

345412

1038 COLLEGE ST PO BOX
1006

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

OXFORD	NC	27565	9196903334
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OXFORD	NC	27565	9196903334
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OXFORD	NC	27565	9196903334
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OXFORD	NC	27565	9196903334
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OXFORD	NC	27565	9196903334
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OXFORD	NC	27565	9196903334
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OXFORD	NC	27565	9196903334
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/28/2010

02/25/2010

01/28/2010

02/25/2010

01/28/2010

02/25/2010

01/28/2010

02/25/2010

01/28/2010

02/25/2010

02/01/2012

02/27/2012

02/01/2012

02/27/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

free from accident hazards and risks
and provides supervision to prevent
avoidable accidents.

Send and promptly deliver unopened mail to residents.	Many	1
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Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
--	-----	---

Allow the resident the right to participate in the planning or revision of the resident's care plan.	Many	1
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Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Some	2
---	------	---

Have a program that investigates, controls and keeps infection from spreading.	Some	2
--	------	---

Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
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Store, cook, and serve food in a safe and clean way.	Some	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRANTWOOD NH & RETIREMENT CENT	345412	1006 1038 COLLEGE ST PO BOX 1006
BRIAN CENTER H & REHAB WEAVERV	345221	78 WEAVER BLVD BOX 575
BRIAN CENTER H & REHAB WEAVERV	345221	78 WEAVER BLVD BOX 575
BRIAN CENTER HEALTH & REHAB/CH	345243	5939 REDDMAN ROAD
BRIAN CENTER HEALTH & REHAB/CH	345243	5939 REDDMAN ROAD
BRIAN CENTER HEALTH & REHAB/CH	345243	5939 REDDMAN ROAD
BRIAN CENTER HEALTH & REHAB/CH	345243	5939 REDDMAN ROAD
BRIAN CENTER HEALTH & REHAB/CH	345243	5939 REDDMAN ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

OXFORD	NC	27565	9196903334
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WEAVERVILLE	NC	28787	8286454297
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WEAVERVILLE	NC	28787	8286454297
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

02/01/2012

02/27/2012

08/25/2011

09/22/2011

08/25/2011

09/22/2011

08/26/2009

09/30/2009

08/26/2009

09/30/2009

08/26/2009

09/30/2009

08/26/2009

09/30/2009

03/01/2010

03/29/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and clean way.

Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Some	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Some	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
---	-----	---

Provide care by qualified persons according to each resident's written plan of care.	Few	2
--	-----	---

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
---	-----	---

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
---	-----	---

Have a program that investigates, controls and keeps infection from spreading.	Some	2
--	------	---

Immediately tell the resident, the	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CENTER HEALTH & REHAB/CH

345243

5939 REDDMAN ROAD

BRIAN CENTER HEALTH & REHAB/CH

345243

5939 REDDMAN ROAD

BRIAN CENTER HEALTH & REHAB/CH

345243

5939 REDDMAN ROAD

BRIAN CENTER HEALTH & REHAB/CH

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5939 REDDMAN ROAD

BRIAN CENTER HEALTH & REHAB/CH

345243

5939 REDDMAN ROAD

BRIAN CENTER HEALTH & REHAB/CH

345243

5939 REDDMAN ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/01/2010

03/29/2010

09/16/2010

11/04/2010

10/27/2010

11/04/2010

03/17/2011

04/06/2011

03/17/2011

04/06/2011

03/17/2011

04/06/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CENTER HEALTH & REHAB/CH

345243

5939 REDDMAN ROAD

BRIAN CENTER HEALTH & REHAB/CH

345243

5939 REDDMAN ROAD

BRIAN CENTER HEALTH & REHAB/CH

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5939 REDDMAN ROAD

BRIAN CENTER HEALTH & REHAB/CH

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BRIAN CENTER HEALTH & REHAB/CH

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BRIAN CENTER HEALTH & REHAB/CH

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5939 REDDMAN ROAD

BRIAN CENTER HEALTH & REHAB/CH

345243

5939 REDDMAN ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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CHARLOTTE	NC	28212	7045636862
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/14/2011

08/11/2011

07/14/2011

08/11/2011

11/04/2011

11/30/2011

11/04/2011

11/30/2011

03/28/2012

04/25/2012

03/28/2012

04/25/2012

05/23/2012

06/15/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

irregularities to the attending doctor.		
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Provide housekeeping and maintenance services.	Some	1
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
Reasonably accommodate the needs and preferences of each resident.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CENTER HEALTH & REHAB/EDEN

345241

226 N OAKLAND AVENUE

BRIAN CENTER HEALTH & REHAB/HE

345262

1300 DON JUAN ROAD

BRIAN CENTER HEALTH & REHAB/HE

345262

1300 DON JUAN ROAD

BRIAN CENTER HEALTH & REHAB/HE

345262

1300 DON JUAN ROAD

BRIAN CENTER HEALTH & REHAB/HE

345262

1300 DON JUAN ROAD

BRIAN CENTER HEALTH & REHAB/HE

345262

1300 DON JUAN ROAD

BRIAN CENTER HEALTH & REHAB/HE

345262

1300 DON JUAN ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

EDEN	NC	27288	3366231750
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HERTFORD	NC	27944	2524265391
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HERTFORD	NC	27944	2524265391
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HERTFORD	NC	27944	2524265391
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HERTFORD	NC	27944	2524265391
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HERTFORD	NC	27944	2524265391
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HERTFORD	NC	27944	2524265391
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/21/2010

02/01/2010

09/03/2010

10/27/2010

09/03/2010

11/23/2010

10/27/2010

11/23/2010

10/27/2010

11/23/2010

10/27/2010

11/23/2010

12/08/2010

01/05/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.

Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
--	-----	---

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
---	-----	---

Provide care by qualified persons according to each resident's written plan of care.	Few	2
--	-----	---

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
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1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CENTER HEALTH & REHAB/HE

345262

1300 DON JUAN ROAD

BRIAN CENTER HEALTH & REHAB/HE

345262

1300 DON JUAN ROAD

BRIAN CENTER HEALTH & REHAB/HE

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1300 DON JUAN ROAD

BRIAN CENTER HEALTH & REHAB/HE

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1300 DON JUAN ROAD

BRIAN CENTER HEALTH & REHAB/HE

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1300 DON JUAN ROAD

BRIAN CENTER HEALTH & REHAB/HE

345262

1300 DON JUAN ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HERTFORD	NC	27944	2524265391
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HERTFORD	NC	27944	2524265391
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HERTFORD	NC	27944	2524265391
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HERTFORD	NC	27944	2524265391
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HERTFORD	NC	27944	2524265391
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HERTFORD	NC	27944	2524265391
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/08/2010

01/05/2011

12/08/2010

01/05/2011

08/09/2012

09/06/2012

08/09/2012

09/06/2012

08/09/2012

09/06/2012

08/09/2012

09/06/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

drug/medication is managed and monitored to achieve highest well being.

At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
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Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
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Keep all essential equipment working safely.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CENTER HEALTH & REHAB/HE	345262	1300 DON JUAN ROAD
BRIAN CENTER HEALTH & REHAB HICKORY VIEWMONT	345080	220 13TH AVE PLACE NW
BRIAN CENTER HEALTH & REHAB HICKORY VIEWMONT	345080	220 13TH AVE PLACE NW
BRIAN CENTER HEALTH & REHABILITATION/STATESVILLE	345128	520 VALLEY STREET
BRIAN CENTER HEALTH & REHABILITATION/STATESVILLE	345128	520 VALLEY STREET
BRIAN CENTER HEALTH & REHAB/YA	345265	1086 MAIN STREET NORTH
BRIAN CENTER HEALTH & RETIREMENT/CABARRUS	345362	250 BISHOP LANE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HERTFORD	NC	27944	2524265391
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HICKORY	NC	28601	8283285646
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HICKORY	NC	28601	8283285646
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STATESVILLE	NC	28677	7048730517
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STATESVILLE	NC	28677	7048730517
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YANCEYVILLE	NC	27379	3366945916
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CONCORD	NC	28025	7047886400
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/09/2012

09/06/2012

09/13/2011

10/11/2011

07/02/2012

07/30/2012

06/22/2011

07/17/2011

06/22/2011

07/17/2011

01/27/2011

02/24/2011

06/25/2009

09/21/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

safely.		
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CENTER HEALTH & RETIREMENT/CABARRUS	345362	250 BISHOP LANE
BRIAN CENTER HEALTH & RETIREMENT/CABARRUS	345362	250 BISHOP LANE
BRIAN CENTER HEALTH & RETIREMENT/CABARRUS	345362	250 BISHOP LANE
BRIAN CENTER HEALTH & RETIREMENT/CABARRUS	345362	250 BISHOP LANE
BRIAN CENTER HEALTH & RETIREMENT/CABARRUS	345362	250 BISHOP LANE
BRIAN CENTER HEALTH & RETIREMENT/CABARRUS	345362	250 BISHOP LANE
BRIAN CENTER HEALTH & RETIREMENT/CABARRUS	345362	250 BISHOP LANE
BRIAN CENTER HEALTH & RETIREMENT/CABARRUS	345362	250 BISHOP LANE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CONCORD	NC	28025	7047886400
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CONCORD	NC	28025	7047886400
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CONCORD	NC	28025	7047886400
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CONCORD	NC	28025	7047886400
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CONCORD	NC	28025	7047886400
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CONCORD	NC	28025	7047886400
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CONCORD	NC	28025	7047886400
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CONCORD	NC	28025	7047886400
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/25/2009

09/02/2009

07/24/2009

09/02/2009

07/24/2009

09/02/2009

03/11/2010

04/03/2010

03/11/2010

04/03/2010

04/04/2012

05/10/2012

04/04/2012

06/14/2012

07/13/2012

08/24/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Immediately tell the resident, the resident's doctor and a family member of the resident of situations	Few	3

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CENTER HEALTH & RETIREMENT/CABARRUS	345362	250 BISHOP LANE
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BRIAN CENTER HEALTH & RETIREMENT/CABARRUS	345362	250 BISHOP LANE
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BRIAN CENTER HEALTH & RETIREMENT/CABARRUS	345362	250 BISHOP LANE
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BRIAN CENTER HEALTH AND REHAB	345332	2501 DOWNING STREET SW
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BRIAN CENTER HEALTH AND REHABILITATION/DURHAM	345408	6000 FAYETTEVILLE ROAD
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BRIAN CENTER HEALTH AND REHABILITATION/DURHAM	345408	6000 FAYETTEVILLE ROAD
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BRIAN CENTER HEALTH AND REHABILITATION/DURHAM	345408	6000 FAYETTEVILLE ROAD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CONCORD	NC	28025	7047886400
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CONCORD	NC	28025	7047886400
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CONCORD	NC	28025	7047886400
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WILSON	NC	27895	2522376300
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DURHAM	NC	27713	9195449021
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DURHAM	NC	27713	9195449021
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DURHAM	NC	27713	9195449021
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/13/2012

08/24/2012

07/13/2012

08/24/2012

07/13/2012

08/24/2012

08/16/2011

09/14/2011

12/02/2010

12/15/2010

05/26/2011

06/29/2011

05/26/2011

06/29/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

of the resident of situations

(injury/decline/room, etc.) that affect the resident.

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
---	-----	---

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
---	-----	---

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
--	-----	---

Allow residents to easily view the results of the nursing home's most recent survey.	Many	1
--	------	---

Provide necessary care and services to maintain the highest well being of each resident .	Few	3
---	-----	---

Give residents proper treatment to prevent new bed (pressure) sores or	Few	2
--	-----	---

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

REHABILITATION/DURHAM

BRIAN CENTER HEALTH AND
REHABILITATION/DURHAM

345408

6000 FAYETTEVILLE ROAD

BRIAN CENTER HEALTH AND
REHABILITATION/DURHAM

345408

6000 FAYETTEVILLE ROAD

BRIAN CENTER HEALTH AND
REHABILITATION/DURHAM

345408

6000 FAYETTEVILLE ROAD

BRIAN CENTER HEALTH AND
REHABILITATION/GOLDSBORO

345343

1700 WAYNE MEMORIAL
DRIVE

BRIAN CENTER HEALTH AND
REHABILITATION/GOLDSBORO

345343

1700 WAYNE MEMORIAL
DRIVE

BRIAN CENTER HEALTH AND
REHABILITATION/GOLDSBORO

345343

1700 WAYNE MEMORIAL
DRIVE

BRIAN CENTER HEALTH AND
REHABILITATION/GOLDSBORO

345343

1700 WAYNE MEMORIAL
DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27713	9195449021
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DURHAM	NC	27713	9195449021
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DURHAM	NC	27713	9195449021
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GOLDSBORO	NC	27534	9197312805
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GOLDSBORO	NC	27534	9197312805
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GOLDSBORO	NC	27534	9197312805
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GOLDSBORO	NC	27534	9197312805
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/29/2011

07/22/2011

04/04/2012

04/27/2012

04/04/2012

04/27/2012

10/16/2009

11/11/2009

10/16/2009

11/11/2009

10/16/2009

11/11/2009

10/16/2009

11/11/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

prevent new bed (pressure) sores or
heal existing bed sores.

Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Some	2
--	------	---

Allow the resident the right to participate in the planning or revision of the resident's care plan.	Few	2
--	-----	---

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
--	-----	---

Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Few	2
--	-----	---

Establish and follow a written policy that permits a resident to return to the nursing home after hospitalization.	Few	2
--	-----	---

Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
---	-----	---

Provide care by qualified persons according to each resident's written plan of care.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CENTER HEALTH AND REHABILITATION/GOLDSBORO	345343	1700 WAYNE MEMORIAL DRIVE
BRIAN CENTER HEALTH AND REHABILITATION/GOLDSBORO	345343	1700 WAYNE MEMORIAL DRIVE
BRIAN CENTER HEALTH AND REHABILITATION/GOLDSBORO	345343	1700 WAYNE MEMORIAL DRIVE
BRIAN CENTER HEALTH AND REHABILITATION/GOLDSBORO	345343	1700 WAYNE MEMORIAL DRIVE
BRIAN CENTER HEALTH AND REHABILITATION/GOLDSBORO	345343	1700 WAYNE MEMORIAL DRIVE
BRIAN CENTER HEALTH AND REHABILITATION/GOLDSBORO	345343	1700 WAYNE MEMORIAL DRIVE
BRIAN CENTER HEALTH AND REHAB/WAYNESVILLE	345411	516 WALL STREET
BRIAN CENTER HEALTH AND RETIREMENT	345179	752 E CENTER AVE
BRIAN CENTER HEALTH AND RETIREMENT	345179	752 E CENTER AVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GOLDSBORO	NC	27534	9197312805
GOLDSBORO	NC	27534	9197312805
GOLDSBORO	NC	27534	9197312805
GOLDSBORO	NC	27534	9197312805
GOLDSBORO	NC	27534	9197312805
GOLDSBORO	NC	27534	9197312805
WAYNESVILLE	NC	28786	8284523154
MOORESVILLE	NC	28115	7046633448
MOORESVILLE	NC	28115	7046633448

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

10/16/2009

11/11/2009

10/16/2009

11/11/2009

02/25/2010

04/01/2010

02/25/2010

04/01/2010

08/12/2010

09/09/2010

11/18/2011

12/16/2011

01/18/2012

03/27/2012

03/25/2011

04/22/2011

03/25/2011

04/22/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Some	2
Have a program that investigates, controls and keeps infection from spreading.	Some	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Try to resolve each resident's complaints quickly.	Some	1
Assist those residents who need total help with eating/drinking, grooming and	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CENTER HEALTH AND RETIREMENT

345179

752 E CENTER AVE

BRIAN CENTER HEALTH AND RETIREMENT

345179

752 E CENTER AVE

BRIAN CENTER HEALTH AND RETIREMENT

345179

752 E CENTER AVE

BRIAN CENTER HLTH & REHAB

345339

1306 SOUTH KING ST

BRIAN CENTER HLTH & REHAB

345339

1306 SOUTH KING ST

BRIAN CENTER HLTH & REHAB

345339

1306 SOUTH KING ST

BRIAN CENTER HLTH & REHAB

345339

1306 SOUTH KING ST

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MOORESVILLE	NC	28115	7046633448
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MOORESVILLE	NC	28115	7046633448
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MOORESVILLE	NC	28115	7046633448
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WINDSOR	NC	27983	2527945146
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WINDSOR	NC	27983	2527945146
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WINDSOR	NC	27983	2527945146
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WINDSOR	NC	27983	2527945146
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/25/2011

04/22/2011

11/09/2011

12/07/2011

11/09/2011

12/07/2011

07/29/2009

08/26/2009

12/22/2010

01/19/2011

12/22/2010

01/19/2011

12/22/2010

01/19/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

help with eating/drinking, grooming and personal and oral hygiene.		
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
At least once a month, have a licensed pharmacist review each resident's	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CENTER HLTH & REHAB	345339	1306 SOUTH KING ST
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BRIAN CENTER HLTH & REHAB	345339	1306 SOUTH KING ST
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BRIAN CENTER HLTH & RETIREMENT	345317	204 DAIRY RD
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BRIAN CENTER HLTH & RETIREMENT	345317	204 DAIRY RD
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BRIAN CENTER HLTH & RETIREMENT	345317	204 DAIRY RD
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BRIAN CENTER HLTH & RETIREMENT	345317	204 DAIRY RD
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BRIAN CENTER HLTH & RETIREMENT	345317	204 DAIRY RD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WINDSOR	NC	27983	2527945146
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WINDSOR	NC	27983	2527945146
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CLAYTON	NC	27520	9195538232
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CLAYTON	NC	27520	9195538232
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CLAYTON	NC	27520	9195538232
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CLAYTON	NC	27520	9195538232
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CLAYTON	NC	27520	9195538232
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

02/28/2012

03/27/2012

02/28/2012

03/27/2012

03/26/2010

04/23/2010

03/26/2010

04/23/2010

10/01/2010

10/26/2010

04/19/2012

05/17/2012

07/03/2012

07/23/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.

Provide housekeeping and maintenance services.	Few	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Some	2
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Make sure that residents are safe from serious medication errors.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CENTER HLTH & RETIREMENT	345317	204 DAIRY RD
BRIAN CENTER HLTH & RETIREMENT	345317	204 DAIRY RD
BRIAN CENTER NURSING CARE/LEXI	345011	279 BRIAN CENTER DRIVE
BRIAN CENTER NURSING CARE/LEXI	345011	279 BRIAN CENTER DRIVE
BRIAN CENTER NURSING CARE/LEXI	345011	279 BRIAN CENTER DRIVE
BRIAN CENTER NURSING CARE/SHAM	345304	2727 SHAMROCK DRIVE
BRIAN CENTER NURSING CARE/SHAM	345304	2727 SHAMROCK DRIVE
BRIAN CENTER NURSING CARE/SHAM	345304	2727 SHAMROCK DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CLAYTON	NC	27520	9195538232
CLAYTON	NC	27520	9195538232
LEXINGTON	NC	27292	3362497521
LEXINGTON	NC	27292	3362497521
LEXINGTON	NC	27292	3362497521
CHARLOTTE	NC	28205	7045630886
CHARLOTTE	NC	28205	7045630886
CHARLOTTE	NC	28205	7045630886

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/01/2012

08/20/2012

08/01/2012

08/20/2012

07/15/2010

08/12/2010

07/15/2010

08/12/2010

06/09/2011

07/01/2011

08/18/2011

09/14/2011

08/18/2011

09/14/2011

12/06/2011

01/01/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CENTER NURSING CARE/SHAM	345304	2727 SHAMROCK DRIVE
BRIAN CENTER NURSING CARE/SHAM	345304	2727 SHAMROCK DRIVE
BRIAN CTR HEALTH & REHAB/GASTO	345169	969 COX RD
BRIAN CTR HEALTH & REHAB/GASTO	345169	969 COX RD
BRIAN CTR HEALTH & REHAB/GASTO	345169	969 COX RD
BRIAN CTR HEALTH & REHAB/GASTO	345169	969 COX RD
BRIAN CTR HEALTH & REHAB/GASTO	345169	969 COX RD
BRIAN CTR HEALTH & REHAB/GASTO	345169	969 COX RD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CHARLOTTE	NC	28205	7045630886
CHARLOTTE	NC	28205	7045630886
GASTONIA	NC	28054	7048668596
GASTONIA	NC	28054	7048668596
GASTONIA	NC	28054	7048668596
GASTONIA	NC	28054	7048668596
GASTONIA	NC	28054	7048668596
GASTONIA	NC	28054	7048668596

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/06/2011

01/01/2012

07/12/2012

08/07/2012

06/26/2009

08/19/2009

06/26/2009

08/19/2009

06/26/2009

08/19/2009

06/26/2009

09/16/2009

06/26/2009

08/19/2009

06/26/2009

08/19/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Some	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Some	2
Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CTR HEALTH & REHAB/GASTO

345169

969 COX RD

BRIAN CTR HEALTH & REHAB/GASTO

345169

969 COX RD

BRIAN CTR HEALTH & REHAB/GASTO

345169

969 COX RD

BRIAN CTR HEALTH & REHAB/GASTO

345169

969 COX RD

BRIAN CTR HEALTH & REHAB/GASTO

345169

969 COX RD

BRIAN CTR HEALTH & REHAB/GASTO

345169

969 COX RD

BRIAN CTR HEALTH & REHAB/GASTO

345169

969 COX RD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GASTONIA	NC	28054	7048668596
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GASTONIA	NC	28054	7048668596
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GASTONIA	NC	28054	7048668596
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GASTONIA	NC	28054	7048668596
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GASTONIA	NC	28054	7048668596
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GASTONIA	NC	28054	7048668596
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GASTONIA	NC	28054	7048668596
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/19/2009

09/16/2009

08/19/2009

09/16/2009

10/08/2009

10/29/2009

10/08/2009

10/29/2009

02/04/2010

03/17/2010

02/04/2010

03/17/2010

03/17/2010

06/03/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

regimen is free from unnecessary drugs;

2) Each resident's entire

drug/medication is managed and

monitored to achieve highest well being.

Make sure services provided by the

Some

2

nursing facility meet professional

standards of quality.

Make sure that the nursing home area is

Few

2

free from accident hazards and risks

and provides supervision to prevent

avoidable accidents.

Assist those residents who need total

Few

2

help with eating/drinking, grooming and

personal and oral hygiene.

Have a program that investigates,

Few

2

controls and keeps infection from

spreading.

Immediately tell the resident, the

Few

2

resident's doctor and a family member

of the resident of situations

(injury/decline/room, etc.) that affect the

resident.

Provide necessary care and services to

Few

2

maintain the highest well being of each

resident .

Assist those residents who need total

Few

2

help with eating/drinking, grooming and

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CTR HEALTH & REHAB/GASTO	345169	969 COX RD
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BRIAN CTR HEALTH & REHAB/GASTO	345169	969 COX RD
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BRIAN CTR HEALTH & REHAB/GASTO	345169	969 COX RD
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BRIAN CTR HEALTH & REHAB/GASTO	345169	969 COX RD
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BRIAN CTR HEALTH & REHAB/GASTO	345169	969 COX RD
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BRIAN CTR HEALTH & REHAB/GASTO	345169	969 COX RD
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BRIAN CTR HEALTH & REHABI HICK	345232	3031 TATE BLVD SE
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BRIAN CTR HEALTH & REHABI HICK	345232	3031 TATE BLVD SE
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BRIAN CTR HEALTH & REHABI HICK	345232	3031 TATE BLVD SE
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GASTONIA	NC	28054	7048668596
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GASTONIA	NC	28054	7048668596
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GASTONIA	NC	28054	7048668596
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GASTONIA	NC	28054	7048668596
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GASTONIA	NC	28054	7048668596
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GASTONIA	NC	28054	7048668596
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HICKORY	NC	28602	8283223343
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HICKORY	NC	28602	8283223343
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HICKORY	NC	28602	8283223343
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/17/2010

05/05/2010

05/19/2011

06/16/2011

05/19/2011

06/16/2011

11/15/2011

11/03/2011

04/25/2012

05/11/2012

07/12/2012

08/09/2012

06/04/2009

06/19/2009

05/10/2010

05/21/2010

02/10/2011

02/15/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

help with eating/drinking, grooming and personal and oral hygiene.

Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Make sure that residents are safe from serious medication errors.	Few	4
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Quickly tell the resident's doctor the results of lab tests.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	4
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CTR HEALTH & REHAB HICK

345232

3031 TATE BLVD SE

BRIAN CTR HEALTH & REHAB/SALISBURY

345115

635 STATESVILLE BLVD

BRIAN CTR HEALTH & REHAB/SALISBURY

345115

635 STATESVILLE BLVD

BRIAN CTR HEALTH & REHAB/SPRUC

345270

218 LAUREL CREEK
COURT

BRIAN CTR HEALTH & REHAB/SPRUC

345270

218 LAUREL CREEK
COURT

BRIAN CTR HEALTH & REHAB/SPRUC

345270

218 LAUREL CREEK
COURT

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HICKORY	NC	28602	8283223343
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SALISBURY	NC	28144	7046337390
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SALISBURY	NC	28144	7046337390
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SPRUCE PINE	NC	28777	8287657312
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SPRUCE PINE	NC	28777	8287657312
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SPRUCE PINE	NC	28777	8287657312
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

02/10/2011

02/15/2011

07/29/2010

08/13/2010

03/14/2012

04/11/2012

01/14/2011

02/09/2011

10/05/2011

11/02/2011

10/05/2011

11/02/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

standards of quality.

1) Make sure that each resident's drug regimen is free from unnecessary drugs; Few 4

2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.

Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property. Few 2

Provide necessary care and services to maintain the highest well being of each resident . Few 2

1) Make sure that each resident's drug regimen is free from unnecessary drugs; Few 2
2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function. Few 2

Have a program that investigates, controls and keeps infection from spreading. Few 2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIAN CTR HEALTH & RETIREMENT	345149	4911 BRIAN CENTER LANE
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BRIAN CTR HEALTH & RETIREMENT	345149	4911 BRIAN CENTER LANE
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BRIAN CTR HLTH & REHAB BREVARD	345208	115 N COUNTRY CLUB RD
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BRIAN CTR HLTH & REHAB BREVARD	345208	115 N COUNTRY CLUB RD
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BRIAN CTR HLTH & REHAB BREVARD	345208	115 N COUNTRY CLUB RD
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BRIGHTMOOR NURSING CENTER	345140	610 WEST FISHER STREET
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BRIGHTMOOR NURSING CENTER	345140	610 WEST FISHER STREET
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BRIGHTMOOR NURSING CENTER	345140	610 WEST FISHER STREET
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WINSTON-SALEM	NC	27106	3367445674
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WINSTON-SALEM	NC	27106	3367445674
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BREVARD	NC	28712	8288842031
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BREVARD	NC	28712	8288842031
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BREVARD	NC	28712	8288842031
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SALISBURY	NC	28145	7046332781
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SALISBURY	NC	28145	7046332781
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SALISBURY	NC	28145	7046332781
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/08/2012

07/06/2012

06/08/2012

07/06/2012

02/16/2012

03/26/2012

03/26/2012

04/16/2012

06/01/2012

06/29/2012

12/03/2009

12/28/2009

12/03/2009

12/28/2009

12/03/2009

01/08/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Make sure each resident receives an accurate assessment by a qualified health professional.	Some	1
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Make sure that residents with reduced range of motion get proper treatment and services to increase range of	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRIGHTMOOR NURSING CENTER

345140

610 WEST FISHER STREET

BRIGHTMOOR NURSING CENTER

345140

610 WEST FISHER STREET

BRIGHTMOOR NURSING CENTER

345140

610 WEST FISHER STREET

BRIGHTMOOR NURSING CENTER

345140

610 WEST FISHER STREET

BRIGHTMOOR NURSING CENTER

345140

610 WEST FISHER STREET

BROOKSIDE REHABILITATION AND CARE

345305

PO BOX 248

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SALISBURY	NC	28145	7046332781
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SALISBURY	NC	28145	7046332781
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SALISBURY	NC	28145	7046332781
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SALISBURY	NC	28145	7046332781
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SALISBURY	NC	28145	7046332781
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BURNSVILLE	NC	28714	8286829759
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/03/2009

12/28/2009

12/03/2009

12/10/2009

06/08/2010

07/05/2010

01/06/2011

01/19/2011

02/23/2012

12/12/2011

01/21/2010

02/19/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

FIRE SAFETY

Vertical Openings Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and services to increase range of motion.

1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	2
--	-----	---

2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.		
---	--	--

Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
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1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	2
--	-----	---

2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.		
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Provide medically-related social services to help each resident achieve the highest possible quality of life.	Some	4
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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exit doors that are held open by devices that will automatically close on the activation of a fire alarm or smoke detectors.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BROOKSIDE REHABILITATION AND CARE	345305	PO BOX 248
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BROOKSIDE REHABILITATION AND CARE	345305	PO BOX 248
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BROOKSIDE REHABILITATION AND CARE	345305	PO BOX 248
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BROOKSIDE REHABILITATION AND CARE	345305	PO BOX 248
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BROOKSIDE REHABILITATION AND CARE	345305	PO BOX 248
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BROOKSIDE REHABILITATION AND CARE	345305	PO BOX 248
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BROOKSIDE REHABILITATION AND CARE	345305	PO BOX 248
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BROOKSIDE REHABILITATION AND CARE	345305	PO BOX 248
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BROOKSIDE REHABILITATION AND CARE	345305	PO BOX 248
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BURNSVILLE	NC	28714	8286829759
BURNSVILLE	NC	28714	8286829759
BURNSVILLE	NC	28714	8286829759
BURNSVILLE	NC	28714	8286829759
BURNSVILLE	NC	28714	8286829759
BURNSVILLE	NC	28714	8286829759
BURNSVILLE	NC	28714	8286829759
BURNSVILLE	NC	28714	8286829759
BURNSVILLE	NC	28714	8286829759

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/21/2010

02/19/2010

01/21/2010

02/19/2010

08/05/2010

08/27/2010

08/05/2010

08/27/2010

11/10/2010

12/22/2010

11/10/2010

12/22/2010

11/10/2010

12/22/2010

09/08/2011

11/02/2011

09/08/2011

11/02/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FIRE SAFETY

Fire Alarm Systems Deficiencies

FIRE SAFETY

Miscellaneous Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

detectors.		
a fire alarm system that can be heard throughout the facility.	Few	2
other fire safety features required by fire safety codes.	Few	2
Protect each resident from all abuse, physical punishment, and being separated from others.	Few	4
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	4
Keep each resident's personal and medical records private and confidential.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Allow the resident the right to participate in the planning or revision of the resident's care plan.	Few	2
Assist those residents who need total	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BROOKSIDE REHABILITATION AND CARE

345305

PO BOX 248

BROOKSIDE REHABILITATION AND CARE

345305

PO BOX 248

BROOK STONE LIVING CENTER

345394

8990 HWY 17 SOUTH

BROOK STONE LIVING CENTER

345394

8990 HWY 17 SOUTH

BROOK STONE LIVING CENTER

345394

8990 HWY 17 SOUTH

BROOK STONE LIVING CENTER

345394

8990 HWY 17 SOUTH

BROOK STONE LIVING CENTER

345394

8990 HWY 17 SOUTH

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BURNSVILLE	NC	28714	8286829759
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BURNSVILLE	NC	28714	8286829759
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POLLOCKSVILLE	NC	28573	2522240112
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POLLOCKSVILLE	NC	28573	2522240112
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POLLOCKSVILLE	NC	28573	2522240112
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POLLOCKSVILLE	NC	28573	2522240112
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POLLOCKSVILLE	NC	28573	2522240112
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

11/02/2011

11/21/2011

11/02/2011

11/21/2011

05/26/2010

08/01/2010

05/26/2010

08/01/2010

04/13/2011

05/11/2011

04/13/2011

05/11/2011

04/13/2011

05/11/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

help with eating/drinking, grooming and personal and oral hygiene.

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
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1) Provide 3 meals at regular times; 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Some	2
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
---	-----	---

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Properly care for residents needing special services, including: injections,	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BROOK STONE LIVING CENTER

345394

8990 HWY 17 SOUTH

BROOK STONE LIVING CENTER

345394

8990 HWY 17 SOUTH

BRUNSWICK COVE NURSING CENTER

345318

1478 RIVER ROAD

BRUNSWICK COVE NURSING CENTER

345318

1478 RIVER ROAD

BRUNSWICK COVE NURSING CENTER

345318

1478 RIVER ROAD

BRUNSWICK COVE NURSING CENTER

345318

1478 RIVER ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

POLLOCKSVILLE	NC	28573	2522240112
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POLLOCKSVILLE	NC	28573	2522240112
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WINNABOW	NC	28479	9103719894
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WINNABOW	NC	28479	9103719894
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WINNABOW	NC	28479	9103719894
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WINNABOW	NC	28479	9103719894
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

11/21/2011

12/19/2011

11/21/2011

12/19/2011

12/21/2011

01/19/2012

12/21/2011

01/19/2012

12/21/2011

01/19/2012

12/21/2011

01/19/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Keep each resident free from physical restraints, unless needed for medical treatment.	Few	2
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Provide housekeeping and maintenance services.	Few	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Protect each resident from all abuse, physical punishment, and being separated from others.	Few	3
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRUNSWICK COVE NURSING CENTER	345318	1478 RIVER ROAD
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BRUNSWICK COVE NURSING CENTER	345318	1478 RIVER ROAD
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CAMDEN PLACE HEALTH AND REHAB, LLC	345547	1 MARITHE COURT
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CAMELOT MANOR NURSING CARE FAC	345246	100 SUNSET ST
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CAMELOT MANOR NURSING CARE FAC	345246	100 SUNSET ST
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CAMELOT MANOR NURSING CARE FAC	345246	100 SUNSET ST
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CAMELOT MANOR NURSING CARE FAC	345246	100 SUNSET ST
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CAMELOT MANOR NURSING CARE FAC	345246	100 SUNSET ST
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WINNABOW	NC	28479	9103719894
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WINNABOW	NC	28479	9103719894
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GREENSBORO	NC	27407	3368529700
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GRANITE FALLS	NC	28630	8283962387
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GRANITE FALLS	NC	28630	8283962387
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GRANITE FALLS	NC	28630	8283962387
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GRANITE FALLS	NC	28630	8283962387
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GRANITE FALLS	NC	28630	8283962387
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/21/2011

01/19/2012

12/21/2011

01/19/2012

07/07/2010

08/04/2010

08/21/2009

08/24/2009

09/16/2009

10/15/2009

09/16/2009

10/15/2009

11/12/2009

11/24/2009

09/30/2010

10/27/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Reasonably accommodate the needs and preferences of each resident.	Some	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CAMELOT MANOR NURSING CARE FAC	345246	100 SUNSET ST
CAMELOT MANOR NURSING CARE FAC	345246	100 SUNSET ST
CAMELOT MANOR NURSING CARE FAC	345246	100 SUNSET ST
CAMELOT MANOR NURSING CARE FAC	345246	100 SUNSET ST
CAPITAL NURSING AND REHABILITATION CENTER	345202	3000 HOLSTON LANE
CAPITAL NURSING AND REHABILITATION CENTER	345202	3000 HOLSTON LANE
CAPITAL NURSING AND REHABILITATION CENTER	345202	3000 HOLSTON LANE
CAPITAL NURSING AND REHABILITATION CENTER	345202	3000 HOLSTON LANE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GRANITE FALLS	NC	28630	8283962387
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GRANITE FALLS	NC	28630	8283962387
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GRANITE FALLS	NC	28630	8283962387
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GRANITE FALLS	NC	28630	8283962387
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RALEIGH	NC	27610	9192316045
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RALEIGH	NC	27610	9192316045
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RALEIGH	NC	27610	9192316045
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RALEIGH	NC	27610	9192316045
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/10/2011

06/03/2011

05/10/2011

06/03/2011

05/31/2012

06/25/2012

08/16/2012

09/06/2012

11/04/2009

12/02/2009

11/04/2009

12/02/2009

11/04/2011

12/02/2011

05/31/2012

07/03/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program that investigates, controls and keeps infection from spreading.	Some	2
Have a program that investigates, controls and keeps infection from spreading.	Some	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Some	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Some	2
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea,	Some	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CAPITAL NURSING AND REHABILITATION CENTER	345202	3000 HOLSTON LANE
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CARDINAL HEALTHCARE AND REHAB	345385	931 N ASPEN ST
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CARDINAL HEALTHCARE AND REHAB	345385	931 N ASPEN ST
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CAROLINA CARE CENTER	345255	111 HARRILSON ST
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CAROLINA CARE CENTER	345255	111 HARRILSON ST
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CAROLINA REHAB CENTER OF BURKE	345526	3647 MILLER BRIDGE ROAD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RALEIGH	NC	27610	9192316045
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LINCOLNTON	NC	28092	7047327055
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LINCOLNTON	NC	28092	7047327055
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CHERRYVILLE	NC	28021	7044354161
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CHERRYVILLE	NC	28021	7044354161
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CONNELLY SPG	NC	28612	8283973144
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/03/2012

07/24/2012

10/20/2009

10/30/2009

02/16/2012

01/10/2012

07/29/2009

08/18/2009

07/29/2009

08/18/2009

01/25/2012

02/14/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

as aspiration pneumonia, diarrhea,
vomiting, dehydration, metabolic
abnormalities, nasal-pharyngeal ulcers)
and help restore eating skills, if possible.

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CAROLINA REHAB CENTER OF CUMBERLAND	345505	4600 CUMBERLAND ROAD
CAROLINA REHAB CENTER OF CUMBERLAND	345505	4600 CUMBERLAND ROAD
CAROLINA REHAB CENTER OF CUMBERLAND	345505	4600 CUMBERLAND ROAD
CAROLINA REHAB CENTER OF CUMBERLAND	345505	4600 CUMBERLAND ROAD
CAROLINA REHAB CENTER OF CUMBERLAND	345505	4600 CUMBERLAND ROAD
CARRINGTON PLACE	345103	600 FULLWOOD LANE
CARVER LIVING CENTER	345434	321 EAST CARVER STREET
CARVER LIVING CENTER	345434	321 EAST CARVER STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FAYETTEVILLE	NC	28306	9104291690
FAYETTEVILLE	NC	28306	9104291690
FAYETTEVILLE	NC	28306	9104291690
FAYETTEVILLE	NC	28306	9104291690
FAYETTEVILLE	NC	28306	9104291690
MATTHEWS	NC	28105	7048414920
DURHAM	NC	27704	9194713558
DURHAM	NC	27704	9194713558

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/24/2009

07/15/2009

04/29/2010

05/27/2010

02/11/2011

03/29/2011

03/29/2011

04/14/2011

03/29/2011

04/14/2011

11/08/2011

12/06/2011

06/19/2009

07/30/2009

06/19/2009

07/30/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.		
Determine if it is safe for the resident to self-administer drugs.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
Provide enough notice before discharging or transferring a resident.	Few	2
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CARVER LIVING CENTER

345434

321 EAST CARVER
STREET

CARVER LIVING CENTER

345434

321 EAST CARVER
STREET

CARVER LIVING CENTER

345434

321 EAST CARVER
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CARVER LIVING CENTER

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321 EAST CARVER
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CARVER LIVING CENTER

345434

321 EAST CARVER
STREET

CARVER LIVING CENTER

345434

321 EAST CARVER
STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/19/2009

07/30/2009

07/30/2009

09/04/2009

07/30/2009

09/04/2009

09/04/2009

10/20/2009

09/04/2009

09/23/2009

09/04/2009

10/20/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

monitored to achieve highest well being.		
At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	3
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CARVER LIVING CENTER	345434	321 EAST CARVER STREET
CARVER LIVING CENTER	345434	321 EAST CARVER STREET
CARVER LIVING CENTER	345434	321 EAST CARVER STREET
CARVER LIVING CENTER	345434	321 EAST CARVER STREET
CARVER LIVING CENTER	345434	321 EAST CARVER STREET
CARVER LIVING CENTER	345434	321 EAST CARVER STREET
CARVER LIVING CENTER	345434	321 EAST CARVER STREET
CARVER LIVING CENTER	345434	321 EAST CARVER STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/04/2009

09/23/2009

09/04/2009

10/20/2009

09/04/2009

09/23/2009

05/21/2010

06/11/2010

05/21/2010

06/11/2010

05/21/2010

06/11/2010

05/21/2010

06/11/2010

08/04/2010

08/05/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program that investigates, controls and keeps infection from spreading.	Few	2
Quickly tell the resident's doctor the results of lab tests.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	4
Immediately tell the resident, the resident's doctor and a family member of the resident of situations	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CARVER LIVING CENTER	345434	321 EAST CARVER STREET
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CARVER LIVING CENTER	345434	321 EAST CARVER STREET
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CARVER LIVING CENTER	345434	321 EAST CARVER STREET
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CARY HEALTH AND REHABILITATION	345403	6590 TRYON ROAD
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CARY HEALTH AND REHABILITATION	345403	6590 TRYON ROAD
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CARY HEALTH AND REHABILITATION	345403	6590 TRYON ROAD
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CARY HEALTH AND REHABILITATION	345403	6590 TRYON ROAD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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DURHAM	NC	27704	9194713558
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CARY	NC	27518	9198518000
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CARY	NC	27518	9198518000
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CARY	NC	27518	9198518000
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CARY	NC	27518	9198518000
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/04/2010

08/05/2010

05/25/2011

06/14/2011

05/25/2011

06/14/2011

08/05/2009

08/28/2009

07/29/2010

09/14/2010

07/29/2010

09/14/2010

09/14/2010

10/05/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

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Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

of the resident of situations

(injury/decline/room, etc.) that affect the resident.

Provide necessary care and services to maintain the highest well being of each resident .	Few	4
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Keep each resident's personal and medical records private and confidential.	Few	2
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Provide at least one room set aside to use as a resident dining room and for activities, that is a good size, with good lighting, air flow and furniture.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Some	2
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1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
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Reasonably accommodate the needs and preferences of each resident.	Some	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CARY HEALTH AND REHABILITATION	345403	6590 TRYON ROAD
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CARY HEALTH AND REHABILITATION	345403	6590 TRYON ROAD
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CARY HEALTH AND REHABILITATION	345403	6590 TRYON ROAD
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CARY HEALTH AND REHABILITATION	345403	6590 TRYON ROAD
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CARY HEALTH AND REHABILITATION	345403	6590 TRYON ROAD
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CENTURY CARE OF LAURINBURG	345383	8900 HASTY ROAD
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CENTURY CARE OF LAURINBURG	345383	8900 HASTY ROAD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CARY	NC	27518	9198518000
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CARY	NC	27518	9198518000
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CARY	NC	27518	9198518000
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CARY	NC	27518	9198518000
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CARY	NC	27518	9198518000
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LAURINBURG	NC	28352	9102768400
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LAURINBURG	NC	28352	9102768400
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/13/2011

10/05/2011

03/02/2012

03/27/2012

04/12/2012

03/27/2012

07/18/2012

08/12/2012

07/25/2012

08/12/2012

09/03/2009

10/07/2009

07/08/2010

08/05/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program that investigates, controls and keeps infection from spreading.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	4
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Have a program that investigates, controls and keeps infection from spreading.	Some	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CENTURY CARE OF LAURINBURG

345383

8900 HASTY ROAD

CENTURY CARE OF LAURINBURG

345383

8900 HASTY ROAD

CHARLOTTE HEALTH CARE CENTER

345405

1735 TODDVILLE RD

CHARLOTTE HEALTH CARE CENTER

345405

1735 TODDVILLE RD

CHARLOTTE HEALTH CARE CENTER

345405

1735 TODDVILLE RD

CHARLOTTE HEALTH CARE CENTER

345405

1735 TODDVILLE RD

CHARLOTTE HEALTH CARE CENTER

345405

1735 TODDVILLE RD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LAURINBURG	NC	28352	9102768400
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LAURINBURG	NC	28352	9102768400
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CHARLOTTE	NC	28214	7043944001
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CHARLOTTE	NC	28214	7043944001
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CHARLOTTE	NC	28214	7043944001
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CHARLOTTE	NC	28214	7043944001
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CHARLOTTE	NC	28214	7043944001
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/27/2012

04/24/2012

05/30/2012

06/27/2012

10/22/2009

12/08/2009

10/22/2009

12/08/2009

10/22/2009

12/08/2009

12/08/2009

02/05/2010

01/14/2010

02/05/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.		
Make sure services provided by the nursing facility meet professional standards of quality.	Some	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Some	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Immediately tell the resident, the resident's doctor and a family member of the resident of situations	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CHARLOTTE HEALTH CARE CENTER

345405

1735 TODDVILLE RD

CHARLOTTE HEALTH CARE CENTER

345405

1735 TODDVILLE RD

CHARLOTTE HEALTH CARE CENTER

345405

1735 TODDVILLE RD

CHARLOTTE HEALTH CARE CENTER

345405

1735 TODDVILLE RD

CHARLOTTE HEALTH CARE CENTER

345405

1735 TODDVILLE RD

CHARLOTTE HEALTH CARE CENTER

345405

1735 TODDVILLE RD

CHARLOTTE HEALTH CARE CENTER

345405

1735 TODDVILLE RD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CHARLOTTE	NC	28214	7043944001
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CHARLOTTE	NC	28214	7043944001
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CHARLOTTE	NC	28214	7043944001
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CHARLOTTE	NC	28214	7043944001
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CHARLOTTE	NC	28214	7043944001
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CHARLOTTE	NC	28214	7043944001
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CHARLOTTE	NC	28214	7043944001
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/14/2010

02/05/2010

01/14/2010

02/05/2010

01/14/2010

02/05/2010

09/22/2011

10/17/2011

02/07/2012

03/01/2012

02/07/2012

03/01/2012

07/28/2012

08/25/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

(injury/decline/room, etc.) that affect the resident.

Provide necessary care and services to maintain the highest well being of each resident .	Few	4
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1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	4
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Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Some	1
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
---	-----	---

Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CHERRY POINT BAY NURSING AND REHABILITATION CENTER	345487	110 MCCOTTER BLVD
CHERRY POINT BAY NURSING AND REHABILITATION CENTER	345487	110 MCCOTTER BLVD
CHOWAN RIVER NURSING AND REHABILITATION CENTER	345164	1341 PARADISE RD P O BOX 566
CHOWAN RIVER NURSING AND REHABILITATION CENTER	345164	1341 PARADISE RD P O BOX 566
CHOWAN RIVER NURSING AND REHABILITATION CENTER	345164	1341 PARADISE RD P O BOX 566
CHOWAN RIVER NURSING AND REHABILITATION CENTER	345164	1341 PARADISE RD P O BOX 566
CLEMMONS NURSING & REHAB CENTER	345131	3905 CLEMMONS ROAD
CLEMMONS NURSING & REHAB CENTER	345131	3905 CLEMMONS ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HAVELOCK	NC	28532	2524444631
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HAVELOCK	NC	28532	2524444631
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EDENTON	NC	27932	2524827481
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EDENTON	NC	27932	2524827481
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EDENTON	NC	27932	2524827481
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EDENTON	NC	27932	2524827481
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CLEMMONS	NC	27012	3367669158
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CLEMMONS	NC	27012	3367669158
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/04/2011

01/31/2011

01/04/2011

01/31/2011

09/02/2010

08/24/2010

01/13/2011

02/03/2011

01/13/2011

02/03/2011

07/28/2011

07/28/2011

05/27/2010

06/16/2010

05/27/2010

06/16/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident .

Make sure that residents are safe from serious medication errors.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Some	2
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Protect each resident from all abuse, physical punishment, and being separated from others.	Few	4
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Few	2
--	-----	---

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
---	-----	---

Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
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Protect each resident from all abuse,	Few	4
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CLEMMONS NURSING & REHAB CENTER

345131

3905 CLEMMONS ROAD

CLEMMONS NURSING & REHAB CENTER

345131

3905 CLEMMONS ROAD

CLEMMONS NURSING & REHAB CENTER

345131

3905 CLEMMONS ROAD

CLEMMONS NURSING & REHAB CENTER

345131

3905 CLEMMONS ROAD

CLEMMONS NURSING & REHAB CENTER

345131

3905 CLEMMONS ROAD

CLEMMONS NURSING & REHAB CENTER

345131

3905 CLEMMONS ROAD

CLEMMONS NURSING & REHAB CENTER

345131

3905 CLEMMONS ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CLEMMONS	NC	27012	3367669158
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CLEMMONS	NC	27012	3367669158
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CLEMMONS	NC	27012	3367669158
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CLEMMONS	NC	27012	3367669158
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CLEMMONS	NC	27012	3367669158
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CLEMMONS	NC	27012	3367669158
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CLEMMONS	NC	27012	3367669158
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

05/27/2010

06/16/2010

05/27/2010

06/16/2010

05/27/2010

06/16/2010

05/27/2010

06/16/2010

05/27/2010

06/16/2010

05/27/2010

06/16/2010

05/27/2010

06/16/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

physical punishment, and being separated from others.		
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	4
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	4
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	4
Have a program that investigates, controls and keeps infection from spreading.	Some	2
Be administered in an acceptable way that maintains the well-being of each resident .	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

COLONY RIDGE NURSING AND REHABILITATION CENTER	345226	430 WEST HEALTH CENTER DRIVE
COLONY RIDGE NURSING AND REHABILITATION CENTER	345226	430 WEST HEALTH CENTER DRIVE
COLONY RIDGE NURSING AND REHABILITATION CENTER	345226	430 WEST HEALTH CENTER DRIVE
COLONY RIDGE NURSING AND REHABILITATION CENTER	345226	430 WEST HEALTH CENTER DRIVE
COLONY RIDGE NURSING AND REHABILITATION CENTER	345226	430 WEST HEALTH CENTER DRIVE
CONOVER NURSING AND REHAB CTR	345516	920 4TH STREET SOUTH WEST
CONOVER NURSING AND REHAB CTR	345516	920 4TH STREET SOUTH WEST
CORNERSTONE NURSING AND REHABILITATION CENTER	345325	711 SUSAN TART ROAD BOX 948

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

NAGS HEAD	NC	27959	2524413116
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NAGS HEAD	NC	27959	2524413116
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NAGS HEAD	NC	27959	2524413116
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NAGS HEAD	NC	27959	2524413116
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NAGS HEAD	NC	27959	2524413116
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CONOVER	NC	28613	8286958282
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CONOVER	NC	28613	8286958282
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DUNN	NC	28334	9108928843
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

05/02/2011

06/22/2011

05/02/2011

06/22/2011

05/02/2011

06/22/2011

05/02/2011

06/22/2011

09/15/2011

10/21/2011

03/03/2011

03/24/2011

03/03/2011

03/24/2011

03/16/2010

04/02/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident .

Provide housekeeping and maintenance services.	Some	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Some	2
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Provide bedrooms that don't allow residents to see each other when privacy is needed.	Few	2
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Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
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Keep each resident free from physical restraints, unless needed for medical treatment.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Some	2
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CORNERSTONE NURSING AND REHABILITATION
CENTER

345325

711 SUSAN TART ROAD
BOX 948

CORNERSTONE NURSING AND REHABILITATION
CENTER

345325

711 SUSAN TART ROAD
BOX 948

CORNERSTONE NURSING AND REHABILITATION
CENTER

345325

711 SUSAN TART ROAD
BOX 948

CORNERSTONE NURSING AND REHABILITATION
CENTER

345325

711 SUSAN TART ROAD
BOX 948

CORNERSTONE NURSING AND REHABILITATION
CENTER

345325

711 SUSAN TART ROAD
BOX 948

CORNERSTONE NURSING AND REHABILITATION
CENTER

345325

711 SUSAN TART ROAD
BOX 948

CROASDAILE VILLAGE

345501

2600 CROASDAILE FARM

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DUNN	NC	28334	9108928843
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DUNN	NC	28334	9108928843
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DUNN	NC	28334	9108928843
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DUNN	NC	28334	9108928843
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DUNN	NC	28334	9108928843
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DUNN	NC	28334	9108928843
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DURHAM	NC	27705	9193842658
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/16/2010

04/02/2010

01/06/2011

01/27/2011

01/06/2011

01/27/2011

01/06/2011

01/27/2011

04/25/2012

05/11/2012

04/25/2012

05/11/2012

09/29/2011

10/13/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	3

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CROASDAILE VILLAGE	345501	2600 CROASDAILE FARM
CROASDAILE VILLAGE	345501	2600 CROASDAILE FARM
CROASDAILE VILLAGE	345501	2600 CROASDAILE FARM
CROASDAILE VILLAGE	345501	2600 CROASDAILE FARM
CROASDAILE VILLAGE	345501	2600 CROASDAILE FARM
CROATAN RIDGE NURSING AND REHABILITATION CENTER	345491	210 FOXHALL ROAD
CROSS CREEK HEALTH CARE	345407	1719 SWAN QUARTER ROAD
CRYSTAL BLUFFS REHABILITATION AND HEALTH CARE CENT	345170	4010 BRIDGES STREET EXTENSION

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27705	9193842658
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DURHAM	NC	27705	9193842658
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DURHAM	NC	27705	9193842658
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DURHAM	NC	27705	9193842658
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DURHAM	NC	27705	9193842658
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NEWPORT	NC	28570	2522232560
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SWANQUARTER	NC	27885	2529262143
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MOREHEAD CITY	NC	28557	2527260031
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/29/2011

10/13/2011

06/07/2012

06/30/2012

06/07/2012

06/30/2012

06/07/2012

06/30/2012

06/07/2012

06/30/2012

10/14/2010

11/11/2010

02/22/2012

04/07/2012

01/26/2011

01/28/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Resident Rights Deficiencies

FIRE SAFETY

Automatic Sprinkler Systems Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident.		
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Keep each resident's personal and medical records private and confidential.	Few	2
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Few	2
Store, cook, and serve food in a safe and clean way.	Some	2
Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
an approved automatic sprinkler system connected to the fire alarm system.	Few	2
Make sure that the nursing home area is free from accident hazards and risks	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CUMBERLAND NURSING AND REHABILITATION CENTER	345376	2461 LEGION ROAD
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CUMBERLAND NURSING AND REHABILITATION CENTER	345376	2461 LEGION ROAD
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DOWN EAST HEALTH AND REHAB CEN	345406	38 CARTERS ROAD
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DOWN EAST HEALTH AND REHAB CEN	345406	38 CARTERS ROAD
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DOWN EAST HEALTH AND REHAB CEN	345406	38 CARTERS ROAD
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DOWN EAST HEALTH AND REHAB CEN	345406	38 CARTERS ROAD
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DURHAM NURSING & REHABILITATION CENTER	345070	411 S LASALLE STREET
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FAYETTEVILLE	NC	28306	9104249417
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FAYETTEVILLE	NC	28306	9104249417
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GATESVILLE	NC	27938	2523572124
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GATESVILLE	NC	27938	2523572124
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GATESVILLE	NC	27938	2523572124
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GATESVILLE	NC	27938	2523572124
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DURHAM	NC	27705	9193835521
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

10/14/2010

10/18/2010

10/12/2011

11/30/2011

07/22/2009

08/14/2009

07/22/2009

07/20/2009

09/02/2010

09/30/2010

01/06/2011

02/16/2011

04/13/2010

04/18/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and provides supervision to prevent avoidable accidents.		
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide housekeeping and maintenance services.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM NURSING & REHABILITATION CENTER	345070	411 S LASALLE STREET
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DURHAM NURSING & REHABILITATION CENTER	345070	411 S LASALLE STREET
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DURHAM NURSING & REHABILITATION CENTER	345070	411 S LASALLE STREET
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DURHAM NURSING & REHABILITATION CENTER	345070	411 S LASALLE STREET
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DURHAM NURSING & REHABILITATION CENTER	345070	411 S LASALLE STREET
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EDWIN MORGAN CTR OF SCOTLAND M	345085	517 PEDEN ST
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EDWIN MORGAN CTR OF SCOTLAND M	345085	517 PEDEN ST
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EDWIN MORGAN CTR OF SCOTLAND M	345085	517 PEDEN ST
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27705	9193835521
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DURHAM	NC	27705	9193835521
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DURHAM	NC	27705	9193835521
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DURHAM	NC	27705	9193835521
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DURHAM	NC	27705	9193835521
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LAURINBURG	NC	28352	9102760016
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LAURINBURG	NC	28352	9102760016
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LAURINBURG	NC	28352	9102760016
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/13/2010

04/18/2010

09/09/2010

11/01/2010

09/09/2010

11/01/2010

09/09/2010

11/01/2010

06/14/2012

06/20/2012

05/20/2010

06/17/2010

11/18/2011

12/16/2011

11/18/2011

11/18/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

standards of quality.

Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Few	2
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Provide a safe, clean, comfortable and homelike environment.	Some	2
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Provide housekeeping and maintenance services.	Some	2
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Have a program that investigates, controls and keeps infection from spreading.	Some	2
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Make sure that the nursing home area is free from accident hazards and risks	Few	4
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

EDWIN MORGAN CTR OF SCOTLAND M

345085

517 PEDEN ST

EDWIN MORGAN CTR OF SCOTLAND M

345085

517 PEDEN ST

EDWIN MORGAN CTR OF SCOTLAND M

345085

517 PEDEN ST

EDWIN MORGAN CTR OF SCOTLAND M

345085

517 PEDEN ST

EMERALD RIDGE REHAB AND CARE C

345447

25 REYNOLDS MOUNTAIN
BOULEVARD

ENFIELD OAKS NURSING AND REHABILITATION
CENTER

345101

208 CARY ST

ENFIELD OAKS NURSING AND REHABILITATION
CENTER

345101

208 CARY ST

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LAURINBURG	NC	28352	9102760016
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LAURINBURG	NC	28352	9102760016
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LAURINBURG	NC	28352	9102760016
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LAURINBURG	NC	28352	9102760016
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ASHEVILLE	NC	28804	8286456619
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ENFIELD	NC	27823	2524452111
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ENFIELD	NC	27823	2524452111
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/16/2012

09/17/2012

08/16/2012

09/12/2012

08/16/2012

09/17/2012

08/16/2012

09/17/2012

07/01/2010

07/23/2010

07/02/2010

08/18/2010

07/02/2010

08/18/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and provides supervision to prevent avoidable accidents.		
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FIVE OAKS MANOR	345186	413 WINECOFF SCHOOL ROAD
FIVE OAKS MANOR	345186	413 WINECOFF SCHOOL ROAD
FIVE OAKS MANOR	345186	413 WINECOFF SCHOOL ROAD
FIVE OAKS MANOR	345186	413 WINECOFF SCHOOL ROAD
FIVE OAKS MANOR	345186	413 WINECOFF SCHOOL ROAD
FIVE OAKS MANOR	345186	413 WINECOFF SCHOOL ROAD
FIVE OAKS MANOR	345186	413 WINECOFF SCHOOL ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CONCORD	NC	28027	7047882131
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CONCORD	NC	28027	7047882131
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CONCORD	NC	28027	7047882131
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CONCORD	NC	28027	7047882131
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CONCORD	NC	28027	7047882131
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CONCORD	NC	28027	7047882131
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CONCORD	NC	28027	7047882131
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/17/2009

07/15/2009

07/22/2009

08/12/2009

09/11/2009

11/12/2009

09/11/2009

11/12/2009

09/11/2009

11/12/2009

09/11/2009

11/12/2009

09/11/2009

11/12/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

dehydration.

Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
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Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
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Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FIVE OAKS MANOR	345186	413 WINECOFF SCHOOL ROAD
FIVE OAKS MANOR	345186	413 WINECOFF SCHOOL ROAD
FIVE OAKS MANOR	345186	413 WINECOFF SCHOOL ROAD
FORREST OAKES HEALTHCARE CENTER	345442	620 HEATHWOOD DRIVE
FORREST OAKES HEALTHCARE CENTER	345442	620 HEATHWOOD DRIVE
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CONCORD	NC	28027	7047882131
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CONCORD	NC	28027	7047882131
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CONCORD	NC	28027	7047882131
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ALBEMARLE	NC	28001	7049832686
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ALBEMARLE	NC	28001	7049832686
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

11/12/2009

11/26/2009

11/12/2009

11/26/2009

09/08/2011

09/29/2011

05/13/2010

05/13/2010

08/05/2010

08/27/2010

07/23/2009

08/20/2009

10/29/2009

12/17/2009

10/29/2009

12/17/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Store, cook, and serve food in a safe and clean way.	Some	2
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	3

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

10/29/2009

12/17/2009

10/29/2009

12/17/2009

12/17/2009

01/13/2010

05/20/2010

06/17/2010

05/20/2010

06/17/2010

05/20/2010

06/17/2010

05/20/2010

06/17/2010

05/20/2010

06/17/2010

05/20/2010

06/17/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Keep each resident's personal and medical records private and confidential.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Store, cook, and serve food in a safe and clean way.	Some	2
Make sure that doctors visit residents regularly, as required.	Few	2
Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/09/2010

10/07/2010

11/18/2010

12/13/2010

11/18/2010

12/13/2010

11/18/2010

12/13/2010

02/23/2011

03/23/2011

02/23/2011

03/23/2011

02/23/2011

03/23/2011

02/23/2011

03/23/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

spreading.		
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
Make sure each resident receives an accurate assessment by a qualified health professional.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	3
Provide housekeeping and maintenance services.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent	Few	3

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRANKLIN OAKS NURSING AND REHABILITATION CENTER	345335	1704 NC HIGHWAY 39 N
FRIENDS HOMES AT GUILFORD	345148	925 NEW GARDEN RD
FRIENDS HOMES AT GUILFORD	345148	925 NEW GARDEN RD
GATEWAY REHABILITATION AND HEALTHCARE	345329	2030 HARPER AVE NW
GATEWAY REHABILITATION AND HEALTHCARE	345329	2030 HARPER AVE NW
GOLDEN LIVINGCENTER - ASHEVILLE	345010	500 BEAVERDAM RD
GOLDEN LIVINGCENTER - ASHEVILLE	345010	500 BEAVERDAM RD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LOUISBURG	NC	27549	9194967222
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LOUISBURG	NC	27549	9194967222
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GREENSBORO	NC	27410	3362928187
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GREENSBORO	NC	27410	3362928187
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LENOIR	NC	28645	8287543888
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LENOIR	NC	28645	8287543888
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ASHEVILLE	NC	28804	8282548833
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ASHEVILLE	NC	28804	8282548833
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

02/23/2011

03/23/2011

08/25/2011

10/06/2011

02/24/2012

04/04/2012

02/24/2012

04/04/2012

01/04/2011

01/18/2011

08/31/2011

09/23/2011

06/07/2010

07/01/2010

06/07/2010

07/01/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.		
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Try to resolve each resident's complaints quickly.	Few	2
Protect each resident from all abuse, physical punishment, and being separated from others.	Few	4
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	4
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Give the resident's representative the ability to exercise the resident's rights.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GOLDEN LIVINGCENTER - ASHEVILLE	345010	500 BEAVERDAM RD
GOLDEN LIVINGCENTER - CHARLOTTE	345201	2616 E 5TH ST
GOLDEN LIVINGCENTER - CHARLOTTE	345201	2616 E 5TH ST
GOLDEN LIVINGCENTER - CHARLOTTE	345201	2616 E 5TH ST
GOLDEN LIVINGCENTER - CHARLOTTE	345201	2616 E 5TH ST
GOLDEN LIVINGCENTER - CHARLOTTE	345201	2616 E 5TH ST
GOLDEN LIVINGCENTER - DARTMOUTH	345008	300 PROVIDENCE RD
GOLDEN LIVINGCENTER - DARTMOUTH	345008	300 PROVIDENCE RD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ASHEVILLE	NC	28804	8282548833
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CHARLOTTE	NC	28204	7043335165
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CHARLOTTE	NC	28204	7043335165
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CHARLOTTE	NC	28204	7043335165
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CHARLOTTE	NC	28204	7043335165
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CHARLOTTE	NC	28204	7043335165
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CHARLOTTE	NC	28207	7043341671
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CHARLOTTE	NC	28207	7043341671
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/03/2012

05/10/2012

07/23/2009

08/20/2009

07/23/2009

07/16/2009

11/19/2009

12/17/2009

04/29/2010

05/27/2010

06/15/2010

06/28/2010

09/08/2009

10/06/2009

06/02/2010

06/30/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

(injury/decline/room, etc.) that affect the resident.		
1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	4
2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.		
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	Some	2
Store, cook, and serve food in a safe and clean way.	Many	2
Make sure that residents are safe from serious medication errors.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Make sure each resident has the right to have a choice over activities, their	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GOLDEN LIVINGCENTER - DARTMOUTH	345008	300 PROVIDENCE RD
GOLDEN LIVINGCENTER - DARTMOUTH	345008	300 PROVIDENCE RD
GOLDEN LIVINGCENTER - DARTMOUTH	345008	300 PROVIDENCE RD
GOLDEN LIVINGCENTER - DARTMOUTH	345008	300 PROVIDENCE RD
GOLDEN LIVINGCENTER - GREENSBORO	345014	1201 CAROLINA ST
GOLDEN LIVINGCENTER - GREENSBORO	345014	1201 CAROLINA ST
GOLDEN LIVINGCENTER - GREENVILLE	345168	2910 MACGREGOR DOWNS
GOLDEN LIVINGCENTER - GREENVILLE	345168	2910 MACGREGOR DOWNS

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CHARLOTTE	NC	28207	7043341671
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CHARLOTTE	NC	28207	7043341671
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CHARLOTTE	NC	28207	7043341671
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CHARLOTTE	NC	28207	7043341671
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GREENSBORO	NC	27401	3362750751
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GREENSBORO	NC	27401	3362750751
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GREENVILLE	NC	27834	2527584121
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GREENVILLE	NC	27834	2527584121
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/06/2011

04/25/2011

05/16/2012

06/13/2012

05/16/2012

06/13/2012

05/16/2012

06/13/2012

12/15/2010

01/12/2011

12/15/2010

01/12/2011

12/22/2009

01/19/2010

12/22/2009

01/19/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.		
Store, cook, and serve food in a safe and clean way.	Some	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	2
Make sure that residents are safe from serious medication errors.	Few	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Post nurse staffing information/data on a daily basis.	Many	1

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

		DOWNS
GOLDEN LIVINGCENTER - GREENVILLE	345168	2910 MACGREGOR DOWNS
GOLDEN LIVINGCENTER - HENDERSONVILLE	345223	1510 HEBRON ST
GOLDEN LIVINGCENTER - HENDERSONVILLE	345223	1510 HEBRON ST
GOLDEN LIVINGCENTER - HENDERSONVILLE	345223	1510 HEBRON ST
GOLDEN LIVINGCENTER - STARMOUNT	345116	109 S HOLDEN ROAD
GOLDEN LIVINGCENTER - STARMOUNT	345116	109 S HOLDEN ROAD
GOLDEN LIVINGCENTER - STARMOUNT	345116	109 S HOLDEN ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENVILLE	NC	27834	2527584121
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HENDERSONVILLE	NC	28739	8286938461
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HENDERSONVILLE	NC	28739	8286938461
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HENDERSONVILLE	NC	28739	8286938461
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GREENSBORO	NC	27407	3362925390
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GREENSBORO	NC	27407	3362925390
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GREENSBORO	NC	27407	3362925390
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/22/2009

01/19/2010

04/24/2010

06/10/2010

04/24/2010

06/10/2010

05/19/2010

06/10/2010

09/29/2009

10/23/2009

08/05/2011

09/02/2011

06/22/2012

07/12/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

daily basis.		
Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed.	Some	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Make sure that residents are safe from serious medication errors.	Few	2
Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Immediately tell the resident, the	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GOLDEN LIVINGCENTER - STARMOUNT

345116

109 S HOLDEN ROAD

GOLDEN LIVINGCENTER - STARMOUNT

345116

109 S HOLDEN ROAD

GOLDEN LIVINGCENTER - SURRY COMMUNITY

345191

542 ALLRED MILL ROAD

GOLDEN LIVINGCENTER - SURRY COMMUNITY

345191

542 ALLRED MILL ROAD

GOLDEN LIVINGCENTER - SURRY COMMUNITY

345191

542 ALLRED MILL ROAD

GOLDEN YEARS NURSING HOME

345367

P O BOX 40

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENSBORO	NC	27407	3362925390
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GREENSBORO	NC	27407	3362925390
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MOUNT AIRY	NC	27030	3367895076
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MOUNT AIRY	NC	27030	3367895076
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MOUNT AIRY	NC	27030	3367895076
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FALCON	NC	28342	9109801271
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/22/2012

07/12/2012

06/22/2012

07/12/2012

09/14/2011

10/06/2011

08/07/2012

09/04/2012

08/07/2012

09/04/2012

01/07/2010

02/04/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident's doctor and a family member
of the resident of situations
(injury/decline/room, etc.) that affect the
resident.

Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Make sure that residents are safe from serious medication errors.	Few	2
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
--	-----	---

1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the	Some	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GOLDEN YEARS NURSING HOME

345367

P O BOX 40

GOLDEN YEARS NURSING HOME

345367

P O BOX 40

GOLDEN YEARS NURSING HOME

345367

P O BOX 40

GOLDEN YEARS NURSING HOME

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P O BOX 40

GOLDEN YEARS NURSING HOME

345367

P O BOX 40

GOLDEN YEARS NURSING HOME

345367

P O BOX 40

GOLDEN YEARS NURSING HOME

345367

P O BOX 40

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FALCON	NC	28342	9109801271
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FALCON	NC	28342	9109801271
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FALCON	NC	28342	9109801271
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FALCON	NC	28342	9109801271
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FALCON	NC	28342	9109801271
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FALCON	NC	28342	9109801271
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FALCON	NC	28342	9109801271
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/07/2010

02/04/2010

01/07/2010

02/04/2010

01/07/2010

02/04/2010

01/07/2010

02/04/2010

08/04/2010

08/30/2010

08/04/2010

08/30/2010

08/04/2010

08/30/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

(injury/decline/room, etc.) that affect the resident.		
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Some	2
Provide necessary care and services to maintain the highest well being of each resident .	Some	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENDALE FOREST NURSING AND REHABILITATION CENTER	345366	1304 SE SECOND ST
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GREENFIELD PLACE	345377	2575 W 5TH ST
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GREENFIELD PLACE	345377	2575 W 5TH ST
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GREENHAVEN HEALTH AND REHABILITATION CENTER	345132	801 GREENHAVEN DR
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GREENHAVEN HEALTH AND REHABILITATION CENTER	345132	801 GREENHAVEN DR
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GREENHAVEN HEALTH AND REHABILITATION CENTER	345132	801 GREENHAVEN DR
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GREENHAVEN HEALTH AND REHABILITATION CENTER	345132	801 GREENHAVEN DR
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GREENHAVEN HEALTH AND REHABILITATION CENTER	345132	801 GREENHAVEN DR
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SNOW HILL	NC	28580	2527478126
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GREENVILLE	NC	27834	2528309100
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GREENVILLE	NC	27834	2528309100
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GREENSBORO	NC	27406	3362928371
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GREENSBORO	NC	27406	3362928371
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GREENSBORO	NC	27406	3362928371
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GREENSBORO	NC	27406	3362928371
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GREENSBORO	NC	27406	3362928371
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/10/2009

10/08/2009

06/24/2009

07/22/2009

05/26/2010

06/26/2010

03/29/2010

05/07/2010

03/29/2010

05/07/2010

03/29/2010

05/07/2010

04/30/2010

06/03/2010

04/30/2010

06/03/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

regimen is free from unnecessary drugs;

2) Each resident's entire

drug/medication is managed and

monitored to achieve highest well being.

Store, cook, and serve food in a safe and clean way.	Some	2
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Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
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Make sure that residents are safe from serious medication errors.	Few	4
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Provide a safe, clean, comfortable and homelike environment.	Some	2
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Provide housekeeping and maintenance services.	Some	2
--	------	---

Store, cook, and serve food in a safe and clean way.	Some	2
--	------	---

Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
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Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few	4
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENHAVEN HEALTH AND REHABILITATION CENTER 345132

801 GREENHAVEN DR

GREENHAVEN HEALTH AND REHABILITATION CENTER 345132

801 GREENHAVEN DR

GREENHAVEN HEALTH AND REHABILITATION CENTER 345132

801 GREENHAVEN DR

GREENHAVEN HEALTH AND REHABILITATION CENTER 345132

801 GREENHAVEN DR

GREENHAVEN HEALTH AND REHABILITATION CENTER 345132

801 GREENHAVEN DR

GREENHAVEN HEALTH AND REHABILITATION CENTER 345132

801 GREENHAVEN DR

GREENHAVEN HEALTH AND REHABILITATION CENTER 345132

801 GREENHAVEN DR

GUILFORD HEALTH CARE CENTER 345460

2041 WILLOW ROAD

GUILFORD HEALTH CARE CENTER 345460

2041 WILLOW ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENSBORO	NC	27406	3362928371
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GREENSBORO	NC	27406	3362928371
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GREENSBORO	NC	27406	3362928371
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GREENSBORO	NC	27406	3362928371
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GREENSBORO	NC	27406	3362928371
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GREENSBORO	NC	27406	3362928371
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GREENSBORO	NC	27406	3362928371
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GREENSBORO	NC	27406	3362729700
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GREENSBORO	NC	27406	3362729700
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/30/2010

06/03/2010

04/30/2010

06/03/2010

04/07/2011

05/10/2011

04/07/2011

05/10/2011

07/29/2011

07/29/2011

05/24/2012

06/07/2012

07/31/2012

08/01/2012

08/05/2010

09/02/2010

02/03/2012

02/06/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Make sure that residents are safe from serious medication errors.	Few	4
Provide housekeeping and maintenance services.	Some	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Make sure that residents are safe from serious medication errors.	Few	4
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations	Few	3

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GUILFORD HEALTH CARE CENTER	345460	2041 WILLOW ROAD
GUILFORD HEALTH CARE CENTER	345460	2041 WILLOW ROAD
GUILFORD HEALTH CARE CENTER	345460	2041 WILLOW ROAD
GUILFORD HEALTH CARE CENTER	345460	2041 WILLOW ROAD
GUILFORD HEALTH CARE CENTER	345460	2041 WILLOW ROAD
GUILFORD HEALTH CARE CENTER	345460	2041 WILLOW ROAD
HARBORVIEW HEALTH CARE CENTER	345244	812 SHEPARD ST
HARMONY HALL NURSING AND REHABILITATION CENTER	345156	312 WARREN AVENUE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENSBORO	NC	27406	3362729700
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GREENSBORO	NC	27406	3362729700
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GREENSBORO	NC	27406	3362729700
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GREENSBORO	NC	27406	3362729700
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GREENSBORO	NC	27406	3362729700
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GREENSBORO	NC	27406	3362729700
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MOREHEAD CITY	NC	28557	2527266855
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KINSTON	NC	28502	2525230082
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

02/03/2012

02/06/2012

02/03/2012

02/06/2012

07/03/2012

07/28/2012

07/03/2012

07/28/2012

07/03/2012

07/28/2012

07/03/2012

07/28/2012

04/20/2011

05/23/2011

10/21/2010

11/11/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

of the resident of situations (injury/decline/room, etc.) that affect the resident.		
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Notify the resident or provide reasons for a transfer or discharge.	Few	2
Provide written records when a resident is transferred or discharged.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Make sure that doctors visit residents regularly, as required.	Many	1
Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HARNETT WOODS NURSING AND REHABILITATION CENTER	345478	604 LUCAS RD
HAYMOUNT REHABILITATION & NURSING CENTER, INC	345414	2346 BARRINGTON CIRCLE
HAYMOUNT REHABILITATION & NURSING CENTER, INC	345414	2346 BARRINGTON CIRCLE
HAYMOUNT REHABILITATION & NURSING CENTER, INC	345414	2346 BARRINGTON CIRCLE
HAYMOUNT REHABILITATION & NURSING CENTER, INC	345414	2346 BARRINGTON CIRCLE
HAYMOUNT REHABILITATION & NURSING CENTER, INC	345414	2346 BARRINGTON CIRCLE
HAYMOUNT REHABILITATION & NURSING CENTER, INC	345414	2346 BARRINGTON CIRCLE
HAYMOUNT REHABILITATION & NURSING CENTER, INC	345414	2346 BARRINGTON CIRCLE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DUNN	NC	28334	9108914600
FAYETTEVILLE	NC	28303	9106890150
FAYETTEVILLE	NC	28303	9106890150
FAYETTEVILLE	NC	28303	9106890150
FAYETTEVILLE	NC	28303	9106890150
FAYETTEVILLE	NC	28303	9106890150
FAYETTEVILLE	NC	28303	9106890150
FAYETTEVILLE	NC	28303	9106890150

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/08/2012

04/04/2012

11/20/2009

12/18/2009

11/20/2009

12/18/2009

11/20/2009

12/18/2009

11/20/2009

12/18/2009

03/16/2010

04/03/2010

07/01/2010

07/20/2010

07/01/2010

07/20/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

spreading.		
Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HAYMOUNT REHABILITATION & NURSING CENTER, INC	345414	2346 BARRINGTON CIRCLE
HEARTLAND LIVING & REHAB AT THE MOSES H CONE MEM H	345391	1131 NORTH CHURCH STREET
HEARTLAND LIVING & REHAB AT THE MOSES H CONE MEM H	345391	1131 NORTH CHURCH STREET
HENDERSONVILLE HEALTH AND REHABILITATION	345493	COLLEGE DRIVE AND SOUTH ALLEN ROAD
HENDERSONVILLE HEALTH AND REHABILITATION	345493	COLLEGE DRIVE AND SOUTH ALLEN ROAD
HERITAGE HEALTHCARE OF FARMVILLE	345384	4351 SOUTH MAIN STREET
HERITAGE HEALTHCARE OF FARMVILLE	345384	4351 SOUTH MAIN STREET
HERITAGE HEALTHCARE OF FARMVILLE	345384	4351 SOUTH MAIN STREET
HERITAGE HEALTHCARE OF FARMVILLE	345384	4351 SOUTH MAIN STREET
HERITAGE HEALTHCARE OF FARMVILLE	345384	4351 SOUTH MAIN STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FAYETTEVILLE	NC	28303	9106890150
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GREENSBORO	NC	27401	3363585100
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GREENSBORO	NC	27401	3363585100
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FLAT ROCK	NC	28731	8286938600
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FLAT ROCK	NC	28731	8286938600
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FARMVILLE	NC	27828	2527535547
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FARMVILLE	NC	27828	2527535547
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FARMVILLE	NC	27828	2527535547
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FARMVILLE	NC	27828	2527535547
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FARMVILLE	NC	27828	2527535547
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/23/2011

09/20/2011

12/04/2009

12/31/2009

01/27/2012

02/24/2012

10/07/2010

11/03/2010

04/04/2012

04/23/2012

04/28/2011

05/26/2011

04/28/2011

05/26/2011

04/28/2011

05/26/2011

04/28/2011

05/26/2011

04/28/2011

05/26/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	2
2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.		
Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure that residents are safe from serious medication errors.	Few	2
Provide housekeeping and maintenance services.	Some	2
Review or revise the resident's care plan after any major change in a resident's physical or mental health.	Few	2
Encode and automate the resident's assessment data.	Few	2
Store, cook, and serve food in a safe and clean way.	Some	2
Make sure each resident has 1) at least one window to the outside in a room; 2)	Many	1

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HIGHLAND ACRES NURSING AND REHABILITATION
CENTER

345315

1170 LINKHAW ROAD

HIGHLAND ACRES NURSING AND REHABILITATION
CENTER

345315

1170 LINKHAW ROAD

HIGHLAND HOUSE REHABILITATION AND
HEALTHCARE

345353

1700 PAMALEE DR PO BOX
35881

HIGHLAND HOUSE REHABILITATION AND
HEALTHCARE

345353

1700 PAMALEE DR PO BOX
35881

HIGHLAND HOUSE REHABILITATION AND
HEALTHCARE

345353

1700 PAMALEE DR PO BOX
35881

HIGHLAND HOUSE REHABILITATION AND
HEALTHCARE

345353

1700 PAMALEE DR PO BOX
35881

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LUMBERTON	NC	28358	9106711163
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LUMBERTON	NC	28358	9106711163
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FAYETTEVILLE	NC	28301	9104882295
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FAYETTEVILLE	NC	28301	9104882295
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FAYETTEVILLE	NC	28301	9104882295
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FAYETTEVILLE	NC	28301	9104882295
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/15/2012

08/29/2012

08/15/2012

08/29/2012

06/05/2009

07/03/2009

06/05/2009

07/03/2009

06/05/2009

07/03/2009

06/05/2009

07/03/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

one window to the outside in a room; 2)
a room at or above ground level; 3)
adequate bedding; 4) furniture that
meets the resident's needs; or 5)
adequate closet space.

1) Make sure that each resident's drug Few 2
regimen is free from unnecessary drugs;

2) Each resident's entire
drug/medication is managed and
monitored to achieve highest well being.

At least once a month, have a licensed Few 2
pharmacist review each resident's
medication(s) and report any
irregularities to the attending doctor.

Keep each resident free from physical Few 2
restraints, unless needed for medical
treatment.

Conduct initial and periodic Few 2
assessments of each resident's
functional capacity.

Develop a complete care plan that Few 2
meets all of a resident's needs, with
timetables and actions that can be
measured.

Make sure services provided by the Few 2
nursing facility meet professional
standards of quality.

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HIGHLAND HOUSE REHABILITATION AND HEALTHCARE	345353	1700 PAMALEE DR PO BOX 35881
HIGHLAND HOUSE REHABILITATION AND HEALTHCARE	345353	1700 PAMALEE DR PO BOX 35881
HIGHLAND HOUSE REHABILITATION AND HEALTHCARE	345353	1700 PAMALEE DR PO BOX 35881
HIGHLAND HOUSE REHABILITATION AND HEALTHCARE	345353	1700 PAMALEE DR PO BOX 35881
HIGHLAND HOUSE REHABILITATION AND HEALTHCARE	345353	1700 PAMALEE DR PO BOX 35881
HIGHLAND HOUSE REHABILITATION AND HEALTHCARE	345353	1700 PAMALEE DR PO BOX 35881
HIGHLAND HOUSE REHABILITATION AND HEALTHCARE	345353	1700 PAMALEE DR PO BOX 35881
HUNTER HILLS NURSING AND REHABILITATION CENTER	345279	PO BOX BOX 8495

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FAYETTEVILLE	NC	28301	9104882295
FAYETTEVILLE	NC	28301	9104882295
FAYETTEVILLE	NC	28301	9104882295
FAYETTEVILLE	NC	28301	9104882295
FAYETTEVILLE	NC	28301	9104882295
FAYETTEVILLE	NC	28301	9104882295
FAYETTEVILLE	NC	28301	9104882295
ROCKY MOUNT	NC	27804	2524430867

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/05/2009

07/03/2009

06/05/2009

07/03/2009

06/05/2009

07/03/2009

06/05/2009

07/03/2009

06/05/2009

07/03/2009

05/14/2010

06/11/2010

09/13/2010

10/01/2010

03/18/2010

04/22/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

standards of quality.		
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Few	2
Store, cook, and serve food in a safe and clean way.	Some	2
Dispose of garbage and refuse properly.	Few	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
Keep all essential equipment working safely.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HUNTER HILLS NURSING AND REHABILITATION CENTER	345279	PO BOX BOX 8495
HUNTER HILLS NURSING AND REHABILITATION CENTER	345279	PO BOX BOX 8495
HUNTERSVILLE OAKS	345096	12019 VERHOEFF DRIVE
HUNTERSVILLE OAKS	345096	12019 VERHOEFF DRIVE
HUNTER WOODS NURSING AND REHAB	345388	620 TOM HUNTER RD
HUNTER WOODS NURSING AND REHAB	345388	620 TOM HUNTER RD
HUNTINGTON HEALTH CARE	345298	311 S CAMPBELL ST
JACOB'S CREEK NURSING AND REHABILITATION CENTER	345050	1721 BALD HILL LOOP
JACOB'S CREEK NURSING AND REHABILITATION CENTER	345050	1721 BALD HILL LOOP

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROCKY MOUNT	NC	27804	2524430867
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ROCKY MOUNT	NC	27804	2524430867
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HUNTERSVILLE	NC	28078	7048631000
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HUNTERSVILLE	NC	28078	7048631000
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CHARLOTTE	NC	28256	7045985136
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CHARLOTTE	NC	28256	7045985136
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BURGAW	NC	28425	9102596007
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MADISON	NC	27025	3365489658
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MADISON	NC	27025	3365489658
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/22/2010

05/11/2010

12/16/2011

01/05/2012

12/06/2011

01/03/2012

06/05/2012

07/03/2012

06/09/2010

07/06/2010

10/18/2011

11/18/2011

09/16/2010

10/14/2010

05/28/2011

06/24/2011

05/28/2011

06/24/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Provide a tasty and well-balanced diet that meets the nutritional needs of each resident.	Few	2
Make sure that residents are safe from serious medication errors.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Some	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent	Some	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

JACOB'S CREEK NURSING AND REHABILITATION CENTER	345050	1721 BALD HILL LOOP
KENANSVILLE HEALTH & REHABILITATION CENTER	345150	209 BEASLEY STREET
KERR LAKE NURSING AND REHABILITATION CENTER	345321	1245 PARK AVE
KINDRED HOSPITAL EAST GREENSBORO	345273	2401 SOUTHSIDE BLVD DRAWER 16167
KINDRED HOSPITAL EAST GREENSBORO	345273	2401 SOUTHSIDE BLVD DRAWER 16167
KINDRED NURSING & REHABILITATION-HENDERSON	345344	280 SOUTH BECKFORD DR
KINDRED NURSING & REHABILITATION-HENDERSON	345344	280 SOUTH BECKFORD DR

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MADISON	NC	27025	3365489658
KENANSVILLE	NC	28349	9102961561
HENDERSON	NC	27536	2524927021
GREENSBORO	NC	27406	3362712800
GREENSBORO	NC	27406	3362712800
HENDERSON	NC	27536	2524386141
HENDERSON	NC	27536	2524386141

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

05/28/2011

06/24/2011

07/16/2009

08/13/2009

03/24/2011

04/18/2011

07/13/2009

07/16/2009

07/13/2009

07/16/2009

04/08/2010

05/03/2010

05/12/2011

06/06/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

FIRE SAFETY

Miscellaneous Deficiencies

FIRE SAFETY

Electrical Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and provides supervision to prevent avoidable accidents.		
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
other fire safety features required by fire safety codes.	Some	2
properly installed electrical wiring and equipment.	Some	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINDRED NURSING & REHABILITATION-LINCOLN	345159	1410 EAST GASTON ST
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KINDRED NURSING & REHABILITATION-LINCOLN	345159	1410 EAST GASTON ST
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KINDRED NURSING & REHABILITATION-LINCOLN	345159	1410 EAST GASTON ST
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KINDRED NURSING & REHABILITATION-LINCOLN	345159	1410 EAST GASTON ST
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KINDRED NURSING & REHABILITATION-LINCOLN	345159	1410 EAST GASTON ST
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KINDRED NURSING & REHABILITATION-LINCOLN	345159	1410 EAST GASTON ST
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KINDRED NURSING & REHABILITATION-LINCOLN	345159	1410 EAST GASTON ST
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LINCOLNTON	NC	28092	7047321138
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LINCOLNTON	NC	28092	7047321138
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LINCOLNTON	NC	28092	7047321138
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LINCOLNTON	NC	28092	7047321138
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LINCOLNTON	NC	28092	7047321138
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LINCOLNTON	NC	28092	7047321138
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LINCOLNTON	NC	28092	7047321138
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/12/2009

07/10/2009

06/12/2009

07/10/2009

07/08/2010

08/05/2010

09/16/2010

10/14/2010

02/02/2012

03/21/2012

02/02/2012

03/21/2012

02/02/2012

03/30/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure each resident receives an accurate assessment by a qualified health professional.	Few	4
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Some	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINDRED NURSING & REHABILITATION-LINCOLN	345159	1410 EAST GASTON ST
KINDRED NURSING & REHABILITATION-ZEBULON	345104	509 W GANNON AVE
KINDRED NURSING & REHABILITATION-ZEBULON	345104	509 W GANNON AVE
KINDRED NURSING & REHABILITATION-ZEBULON	345104	509 W GANNON AVE
KINDRED NURSING & REHABILITATION-ZEBULON	345104	509 W GANNON AVE
KINDRED NURSING & REHABILITATION-ZEBULON	345104	509 W GANNON AVE
KINDRED NURSING & REHABILITATION-ZEBULON	345104	509 W GANNON AVE
KINDRED TRANSITIONAL CARE & REHAB-AHOSKIE	345359	604 STOKES STREET EAST

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LINCOLNTON	NC	28092	7047321138
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ZEBULON	NC	27597	9192699621
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ZEBULON	NC	27597	9192699621
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ZEBULON	NC	27597	9192699621
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ZEBULON	NC	27597	9192699621
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ZEBULON	NC	27597	9192699621
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AHOSKIE	NC	27910	2523322126
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

02/02/2012

03/21/2012

10/29/2010

11/30/2010

10/29/2010

11/30/2010

10/29/2010

11/30/2010

10/29/2010

11/30/2010

10/29/2010

11/30/2010

03/12/2010

04/05/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program that investigates, controls and keeps infection from spreading.	Some	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	3
Provide care by qualified persons according to each resident's written plan of care.	Few	3
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Some	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	3

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINDRED TRANSITIONAL CARE & REHAB-AHOSKIE	345359	604 STOKES STREET EAST
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KINDRED TRANSITIONAL CARE & REHAB-AHOSKIE	345359	604 STOKES STREET EAST
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KINDRED TRANSITIONAL CARE & REHAB-AHOSKIE	345359	604 STOKES STREET EAST
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KINDRED TRANSITIONAL CARE & REHAB-AHOSKIE	345359	604 STOKES STREET EAST
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KINDRED TRANSITIONAL CARE & REHAB-CHAPEL HILL	345225	1602 E FRANKLIN ST
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KINDRED TRANSITIONAL CARE & REHAB-CHAPEL HILL	345225	1602 E FRANKLIN ST
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KINDRED TRANSITIONAL CARE & REHAB-CHAPEL HILL	345225	1602 E FRANKLIN ST
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

AHOSKIE	NC	27910	2523322126
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AHOSKIE	NC	27910	2523322126
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AHOSKIE	NC	27910	2523322126
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AHOSKIE	NC	27910	2523322126
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CHAPEL HILL	NC	27514	9199671418
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CHAPEL HILL	NC	27514	9199671418
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CHAPEL HILL	NC	27514	9199671418
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/12/2010

04/05/2010

03/12/2010

04/05/2010

03/12/2010

04/05/2010

06/29/2011

06/17/2011

04/30/2010

05/28/2010

01/21/2011

02/16/2011

01/21/2011

02/16/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain the highest well being of each resident .	Few	3
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea,	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINDRED TRANSITIONAL CARE & REHAB-CHAPEL HILL 345225

1602 E FRANKLIN ST

KINDRED TRANSITIONAL CARE & REHAB-CHAPEL HILL 345225

1602 E FRANKLIN ST

KINDRED TRANSITIONAL CARE & REHAB-CHAPEL HILL 345225

1602 E FRANKLIN ST

KINDRED TRANSITIONAL CARE & REHAB-CHAPEL HILL 345225

1602 E FRANKLIN ST

KINDRED TRANSITIONAL CARE & REHAB-CHAPEL HILL 345225

1602 E FRANKLIN ST

KINDRED TRANSITIONAL CARE & REHAB-CHAPEL HILL 345225

1602 E FRANKLIN ST

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CHAPEL HILL	NC	27514	9199671418
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CHAPEL HILL	NC	27514	9199671418
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CHAPEL HILL	NC	27514	9199671418
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CHAPEL HILL	NC	27514	9199671418
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CHAPEL HILL	NC	27514	9199671418
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CHAPEL HILL	NC	27514	9199671418
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/21/2011

02/16/2011

06/29/2012

07/27/2012

06/29/2012

07/27/2012

06/29/2012

07/27/2012

06/29/2012

07/27/2012

06/29/2012

07/27/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.		
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Provide housekeeping and maintenance services.	Some	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Some	2
Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINDRED TRANSITIONAL CARE & REHAB-CYPRESS POINTE	345002	2006 S 16TH ST
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KINDRED TRANSITIONAL CARE & REHAB-CYPRESS POINTE	345002	2006 S 16TH ST
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KINDRED TRANSITIONAL CARE & REHAB-ELIZABETH CITY	345184	901 S HALSTEAD BLVD
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KINDRED TRANSITIONAL CARE & REHAB-ELIZABETH CITY	345184	901 S HALSTEAD BLVD
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KINDRED TRANSITIONAL CARE & REHAB-GASTONIA	345162	416 N HIGHLAND ST
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KINDRED TRANSITIONAL CARE & REHAB-GASTONIA	345162	416 N HIGHLAND ST
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WILMINGTON	NC	28401	9107636271
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WILMINGTON	NC	28401	9107636271
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ELIZABETH CITY	NC	27909	2523380137
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ELIZABETH CITY	NC	27909	2523380137
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GASTONIA	NC	28052	7048640371
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GASTONIA	NC	28052	7048640371
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/16/2009

08/21/2009

07/15/2010

08/09/2010

05/26/2010

06/21/2010

05/26/2010

06/21/2010

05/19/2010

06/16/2010

05/19/2010

06/16/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINDRED TRANSITIONAL CARE & REHAB-PETTIGREW	345053	1515 W PETTIGREW ST
KINDRED TRANSITIONAL CARE & REHAB-PETTIGREW	345053	1515 W PETTIGREW ST
KINDRED TRANSITIONAL CARE & REHAB-RALEIGH	345049	616 WADE AVENUE
KINDRED TRANSITIONAL CARE & REHAB-RALEIGH	345049	616 WADE AVENUE
KINDRED TRANSITIONAL CARE & REHAB-RALEIGH	345049	616 WADE AVENUE
KINDRED TRANSITIONAL CARE & REHAB-ROANOKE RAPIDS	345336	305 FOURTEENTH STREET
KINDRED TRANSITIONAL CARE & REHAB-ROANOKE RAPIDS	345336	305 FOURTEENTH STREET
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27705	9192860751
DURHAM	NC	27705	9192860751
RALEIGH	NC	27605	9198286251
RALEIGH	NC	27605	9198286251
RALEIGH	NC	27605	9198286251
ROANOKE RAPIDS	NC	27870	2525376181
ROANOKE RAPIDS	NC	27870	2525376181
ROCKY MOUNT	NC	27804	2524437666
ROCKY MOUNT	NC	27804	2524437666

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/25/2010

04/22/2010

03/25/2010

04/22/2010

02/24/2010

02/25/2010

03/30/2010

04/27/2010

03/14/2012

04/30/2012

10/21/2010

11/12/2010

10/21/2010

11/12/2010

07/16/2009

09/08/2009

08/05/2009

09/08/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.	Some	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Keep each resident free from physical restraints, unless needed for medical treatment.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Try to resolve each resident's complaints quickly.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Some	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	3

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINDRED TRANSITIONAL CARE & REHAB-ROCKY
MOUNT

345260

160 WINSTEAD AVE

KINDRED TRANSITIONAL CARE & REHAB-ROCKY
MOUNT

345260

160 WINSTEAD AVE

KINDRED TRANSITIONAL CARE & REHAB-ROCKY
MOUNT

345260

160 WINSTEAD AVE

KINDRED TRANSITIONAL CARE & REHAB-ROCKY
MOUNT

345260

160 WINSTEAD AVE

KINDRED TRANSITIONAL CARE & REHAB-ROCKY
MOUNT

345260

160 WINSTEAD AVE

KINDRED TRANSITIONAL CARE & REHAB-ROCKY
MOUNT

345260

160 WINSTEAD AVE

KINDRED TRANSITIONAL CARE & REHAB-ROCKY

345260

160 WINSTEAD AVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/30/2009

01/25/2010

12/30/2009

01/25/2010

04/28/2010

05/07/2010

07/20/2010

08/19/2010

07/20/2010

08/19/2010

12/30/2010

04/04/2011

12/30/2010

03/03/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident .		
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	3
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Try to resolve each resident's	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MOUNT

KINDRED TRANSITIONAL CARE & REHAB-ROCKY

345260

160 WINSTEAD AVE

MOUNT

KINDRED TRANSITIONAL CARE & REHAB-ROCKY

345260

160 WINSTEAD AVE

MOUNT

KINDRED TRANSITIONAL CARE & REHAB-ROCKY

345260

160 WINSTEAD AVE

MOUNT

KINDRED TRANSITIONAL CARE & REHAB-ROCKY

345260

160 WINSTEAD AVE

MOUNT

KINDRED TRANSITIONAL CARE & REHAB-ROCKY

345260

160 WINSTEAD AVE

MOUNT

KINDRED TRANSITIONAL CARE & REHAB-ROCKY

345260

160 WINSTEAD AVE

MOUNT

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/30/2010

04/04/2011

12/30/2010

04/04/2011

12/30/2010

03/03/2011

12/30/2010

04/04/2011

03/03/2011

04/04/2011

03/03/2011

04/04/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

complaints quickly.

Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Some	1
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
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Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE

KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
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KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
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KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
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KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
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KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
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KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/03/2011

04/04/2011

03/03/2011

04/04/2011

03/03/2011

04/04/2011

03/03/2011

04/04/2011

03/03/2011

04/04/2011

03/03/2011

04/04/2011

03/03/2011

04/04/2011

09/23/2011

11/10/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide a safe, clean, comfortable and homelike environment.	Some	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	3
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Make sure that doctors visit residents regularly, as required.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Keep each resident's personal and medical records private and confidential.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROCKY MOUNT	NC	27804	2524437666
ROCKY MOUNT	NC	27804	2524437666
ROCKY MOUNT	NC	27804	2524437666
ROCKY MOUNT	NC	27804	2524437666
ROCKY MOUNT	NC	27804	2524437666
ROCKY MOUNT	NC	27804	2524437666
ROCKY MOUNT	NC	27804	2524437666
ROCKY MOUNT	NC	27804	2524437666

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/23/2011

11/10/2011

09/23/2011

10/31/2011

09/23/2011

11/10/2011

09/23/2011

11/10/2011

09/23/2011

12/05/2011

09/23/2011

11/10/2011

09/23/2011

11/10/2011

09/23/2011

11/10/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Provide housekeeping and maintenance services.	Some	1
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few	2
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE
KINDRED TRANSITIONAL CARE & REHAB-ROCKY MOUNT	345260	160 WINSTEAD AVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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ROCKY MOUNT	NC	27804	2524437666
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

10/11/2011

12/05/2011

02/17/2012

03/16/2012

02/17/2012

03/16/2012

07/06/2012

07/30/2012

07/06/2012

07/30/2012

07/06/2012

07/30/2012

07/06/2012

07/30/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Provide enough notice before discharging or transferring a resident.	Few	3
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Few	3
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINDRED TRANSITIONAL CARE & REHAB-ROSE MANOR	345081	4230 NORTH ROXBORO ROAD
KINDRED TRANSITIONAL CARE & REHAB-SILAS CREEK	345003	3350 SILAS CREEK PARKWAY
KINDRED TRANSITIONAL CARE & REHAB-SILAS CREEK	345003	3350 SILAS CREEK PARKWAY
KINDRED TRANSITIONAL CARE & REHAB-SILAS CREEK	345003	3350 SILAS CREEK PARKWAY
KINDRED TRANSITIONAL CARE & REHAB-SILAS CREEK	345003	3350 SILAS CREEK PARKWAY
KINDRED TRANSITIONAL CARE & REHAB-SILAS CREEK	345003	3350 SILAS CREEK PARKWAY
KINDRED TRANSITIONAL CARE & REHAB-SUNNYBROOK	345077	25 SUNNYBROOK RD
KINDRED TRANSITIONAL CARE & REHAB-SUNNYBROOK	345077	25 SUNNYBROOK RD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27704	9194779805
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WINSTON-SALEM	NC	27103	3367650550
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WINSTON-SALEM	NC	27103	3367650550
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WINSTON-SALEM	NC	27103	3367650550
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WINSTON-SALEM	NC	27103	3367650550
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RALEIGH	NC	27610	9192316150
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RALEIGH	NC	27610	9192316150
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/25/2010

09/15/2010

10/31/2009

11/20/2009

03/17/2010

04/12/2010

03/17/2010

04/12/2010

03/21/2012

04/18/2012

06/09/2009

07/02/2009

06/09/2009

07/02/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

normal bladder function.		
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Some	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINDRED TRANSITIONAL CARE & REHAB-SUNNYBROOK	345077	25 SUNNYBROOK RD
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KINDRED TRANSITIONAL CARE & REHAB-SUNNYBROOK	345077	25 SUNNYBROOK RD
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KINDRED TRANSITIONAL CARE & REHAB-SUNNYBROOK	345077	25 SUNNYBROOK RD
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KINDRED TRANSITIONAL CARE & REHAB-SUNNYBROOK	345077	25 SUNNYBROOK RD
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KINDRED TRANSITIONAL CARE AND REHAB-MONROE	345254	1212 EAST SUNSET DR
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KINDRED TRANSITIONAL CARE AND REHAB-MONROE	345254	1212 EAST SUNSET DR
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KINDRED TRANSITIONAL CARE AND REHAB-MONROE	345254	1212 EAST SUNSET DR
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KINGSWOOD NURSING CENTER	345509	915 PEE DEE ROAD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RALEIGH	NC	27610	9192316150
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RALEIGH	NC	27610	9192316150
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RALEIGH	NC	27610	9192316150
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RALEIGH	NC	27610	9192316150
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MONROE	NC	28112	7042838548
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MONROE	NC	28112	7042838548
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MONROE	NC	28112	7042838548
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ABERDEEN	NC	28315	9109448999
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/09/2009

07/02/2009

06/09/2009

07/02/2009

06/09/2009

07/02/2009

06/09/2009

07/02/2009

04/28/2011

05/25/2011

04/28/2011

05/26/2011

12/29/2011

01/26/2012

12/17/2009

01/14/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

property.

Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	4
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Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	4
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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Reasonably accommodate the needs and preferences of each resident.	Few	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Make sure that special or therapeutic diets are ordered by the attending doctor.	Few	2
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Provide care for residents in a way that keeps or builds each resident's dignity	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

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KINGSWOOD NURSING CENTER

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915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/17/2009

01/14/2010

12/17/2009

01/14/2010

12/17/2009

01/14/2010

02/25/2010

05/20/2010

02/25/2010

05/20/2010

02/25/2010

05/20/2010

04/15/2010

05/20/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and respect of individuality.		
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Some	2
At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/15/2010

05/20/2010

04/15/2010

05/20/2010

04/15/2010

05/20/2010

04/15/2010

05/20/2010

04/15/2010

05/20/2010

04/15/2010

05/20/2010

04/15/2010

05/20/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

(injury/decline/room, etc.) that affect the resident.

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
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Allow the resident the right to participate in the planning or revision of the resident's care plan.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Some	2
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINGSWOOD NURSING CENTER	345509	915 PEE DEE ROAD
KINGSWOOD NURSING CENTER	345509	915 PEE DEE ROAD
KINGSWOOD NURSING CENTER	345509	915 PEE DEE ROAD
KINGSWOOD NURSING CENTER	345509	915 PEE DEE ROAD
KINGSWOOD NURSING CENTER	345509	915 PEE DEE ROAD
KINGSWOOD NURSING CENTER	345509	915 PEE DEE ROAD
KINGSWOOD NURSING CENTER	345509	915 PEE DEE ROAD
KINGSWOOD NURSING CENTER	345509	915 PEE DEE ROAD
KINGSWOOD NURSING CENTER	345509	915 PEE DEE ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ABERDEEN	NC	28315	9109448999
ABERDEEN	NC	28315	9109448999
ABERDEEN	NC	28315	9109448999
ABERDEEN	NC	28315	9109448999
ABERDEEN	NC	28315	9109448999
ABERDEEN	NC	28315	9109448999
ABERDEEN	NC	28315	9109448999
ABERDEEN	NC	28315	9109448999
ABERDEEN	NC	28315	9109448999

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/15/2010

05/20/2010

09/02/2010

09/30/2010

11/18/2010

01/21/2011

08/04/2011

09/15/2011

08/04/2011

09/15/2011

09/15/2011

10/25/2011

09/15/2011

10/25/2011

12/01/2011

12/29/2011

04/24/2012

06/05/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program that investigates, controls and keeps infection from spreading.	Some	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Some	2
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Some	2
Keep all essential equipment working safely.	Some	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINGSWOOD NURSING CENTER

345509

915 PEE DEE ROAD

KINSTON REHAB AND HEALTHCARE CTR

345365

907 CUNNINGHAM RD

KINSTON REHAB AND HEALTHCARE CTR

345365

907 CUNNINGHAM RD

KINSTON REHAB AND HEALTHCARE CTR

345365

907 CUNNINGHAM RD

LAKE PARK NURSING AND REHABILITATION CENTER

345502

3315 FAITH CHURCH RD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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ABERDEEN	NC	28315	9109448999
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KINSTON	NC	28501	2525275146
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KINSTON	NC	28501	2525275146
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KINSTON	NC	28501	2525275146
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INDIAN TRAIL	NC	28079	7048823420
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/24/2012

06/05/2012

08/29/2012

09/21/2012

08/29/2012

09/21/2012

04/08/2010

05/06/2010

04/08/2010

05/06/2010

02/25/2011

03/25/2011

10/25/2011

11/02/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed.	Some	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	3
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers)	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LEE COUNTY NURSING AND REHABILITATION CENTER 345216

714 WESTOVER DRIVE

LEE COUNTY NURSING AND REHABILITATION CENTER 345216

714 WESTOVER DRIVE

LEE COUNTY NURSING AND REHABILITATION CENTER 345216

714 WESTOVER DRIVE

LEE COUNTY NURSING AND REHABILITATION CENTER 345216

714 WESTOVER DRIVE

LENOIR HEALTHCARE CENTER

345138

322 NUWAY CIRCLE

LEXINGTON HEALTH CARE CENTER

345419

17 CORNELIA DRIVE

LEXINGTON HEALTH CARE CENTER

345419

17 CORNELIA DRIVE

LEXINGTON HEALTH CARE CENTER

345419

17 CORNELIA DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SANFORD	NC	27330	9197755404
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SANFORD	NC	27330	9197755404
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SANFORD	NC	27330	9197755404
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SANFORD	NC	27330	9197755404
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LENOIR	NC	28645	8287587326
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LEXINGTON	NC	27292	3362421349
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LEXINGTON	NC	27292	3362421349
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LEXINGTON	NC	27292	3362421349
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/10/2009

07/06/2009

06/10/2009

07/06/2009

06/10/2009

07/06/2009

12/21/2011

01/18/2012

05/12/2011

06/01/2011

12/30/2009

01/19/2010

12/30/2009

01/19/2010

05/14/2010

06/11/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.		
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Few	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Few	2
Make sure that the nursing home area is free from accident hazards and risks	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LIBERTY COMMONS NSG & REHAB CTR OF
SPRINGWOOD

345039

5755 SHATTALON DRIVE

LIBERTY COMMONS NSG & REHAB CTR OF
SPRINGWOOD

345039

5755 SHATTALON DRIVE

LIBERTY COMMONS NSG & REHAB CTR OF
SPRINGWOOD

345039

5755 SHATTALON DRIVE

LIBERTY COMMONS NSG & REHAB CTR OF
SPRINGWOOD

345039

5755 SHATTALON DRIVE

LIBERTY COMMONS NSG & REHAB CTR OF
SPRINGWOOD

345039

5755 SHATTALON DRIVE

LIBERTY COMMONS NSG & REHAB CTR OF
SPRINGWOOD

345039

5755 SHATTALON DRIVE

LIBERTY COMMONS NSG & REH JOHN

345519

2315 HIGHWAY 242 NORTH

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WINSTON-SALEM	NC	27105	3367672750
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WINSTON-SALEM	NC	27105	3367672750
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WINSTON-SALEM	NC	27105	3367672750
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WINSTON-SALEM	NC	27105	3367672750
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WINSTON-SALEM	NC	27105	3367672750
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WINSTON-SALEM	NC	27105	3367672750
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BENSON	NC	27504	9192071717
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

10/23/2009

12/08/2009

11/05/2010

12/17/2010

11/05/2010

12/17/2010

12/17/2010

02/02/2011

04/04/2012

04/18/2012

04/04/2012

04/18/2012

09/16/2009

10/14/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

free from accident hazards and risks and provides supervision to prevent avoidable accidents.		
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Protect each resident from all abuse, physical punishment, and being separated from others.	Few	4
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	4
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LIBERTY COMMONS NSG & REH JOHN

345519

2315 HIGHWAY 242 NORTH

LIBERTY COMMONS NSG & REH JOHN

345519

2315 HIGHWAY 242 NORTH

LIBERTY COMMONS NSG & REH JOHN

345519

2315 HIGHWAY 242 NORTH

LIBERTY COMMONS NSG & REH JOHN

345519

2315 HIGHWAY 242 NORTH

LIBERTY COMMONS NSG & REH JOHN

345519

2315 HIGHWAY 242 NORTH

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BENSON	NC	27504	9192071717
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BENSON	NC	27504	9192071717
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BENSON	NC	27504	9192071717
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BENSON	NC	27504	9192071717
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BENSON	NC	27504	9192071717
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/10/2010

09/07/2010

08/10/2010

09/07/2010

03/03/2011

03/31/2011

09/30/2011

10/24/2011

09/30/2011

10/24/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and provides supervision to prevent avoidable accidents.

1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	2
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2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.

1) Ensure lab services, blood blanks and transfusion services provided on site meet requirements for certified laboratories; or 2) Have an agreement to obtain services from an offsite laboratory, that meets the same requirements.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
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Provide necessary care and services to maintain the highest well being of each resident .	Few	4
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LIBERTY COMMONS NSG & REH JOHN	345519	2315 HIGHWAY 242 NORTH
LIBERTY COMMONS NSG & REH JOHN	345519	2315 HIGHWAY 242 NORTH
LIBERTY COMMONS NSG & REH JOHN	345519	2315 HIGHWAY 242 NORTH
LIBERTY COMMONS NSG & REH ROWA	345503	4412 SOUTH MAIN ST
LIBERTY COMMONS NSG & REH ROWA	345503	4412 SOUTH MAIN ST
LIBERTY COMMONS NSG & REH ROWA	345503	4412 SOUTH MAIN ST
LIBERTY COMMONS NSG & REH ROWA	345503	4412 SOUTH MAIN ST

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BENSON	NC	27504	9192071717
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BENSON	NC	27504	9192071717
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BENSON	NC	27504	9192071717
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SALISBURY	NC	28147	7046373040
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SALISBURY	NC	28147	7046373040
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SALISBURY	NC	28147	7046373040
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SALISBURY	NC	28147	7046373040
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/10/2012

02/04/2012

01/10/2012

02/04/2012

01/10/2012

02/04/2012

06/17/2010

06/30/2010

06/17/2010

07/01/2010

02/23/2011

03/25/2011

02/23/2011

03/25/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Try to resolve each resident's complaints quickly.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Maintain 15 months of resident assessments in the resident's active clinical record.	Few	2
Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Some	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	4
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LIBERTY COMMONS NSG & REH ROWA	345503	4412 SOUTH MAIN ST
LIBERTY COMMONS NSG AND REHAB CTR OF HALIFAX CTY	345309	101 CAROLINE AVENUE
LIBERTY COMMONS NSG AND REHAB CTR OF HALIFAX CTY	345309	101 CAROLINE AVENUE
LIBERTY COMMONS NSG AND REHAB CTR OF HALIFAX CTY	345309	101 CAROLINE AVENUE
LIBERTY COMMONS NSG AND REHAB CTR OF HALIFAX CTY	345309	101 CAROLINE AVENUE
LIBERTY COMMONS NSG AND REHAB CTR OF HALIFAX CTY	345309	101 CAROLINE AVENUE
LIBERTY COMMONS NSG AND REHAB CTR OF HALIFAX CTY	345309	101 CAROLINE AVENUE
LIBERTY COMMONS NSG AND REHAB CTR OF HALIFAX CTY	345309	101 CAROLINE AVENUE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SALISBURY	NC	28147	7046373040
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WELDON	NC	27890	2525364817
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WELDON	NC	27890	2525364817
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WELDON	NC	27890	2525364817
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WELDON	NC	27890	2525364817
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WELDON	NC	27890	2525364817
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WELDON	NC	27890	2525364817
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WELDON	NC	27890	2525364817
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/27/2012

07/18/2012

07/14/2011

08/11/2011

09/30/2011

10/28/2011

09/30/2011

10/28/2011

01/19/2012

02/13/2012

01/19/2012

02/13/2012

01/19/2012

02/13/2012

02/07/2012

03/02/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Try to resolve each resident's complaints quickly.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Allow the resident the right to participate in the planning or revision of the resident's care plan.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LIBERTY COMMONS NSG AND REHAB CTR OF HALIFAX CTY	345309	101 CAROLINE AVENUE
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LIBERTY COMMONS NSG AND REHAB CTR OF HALIFAX CTY	345309	101 CAROLINE AVENUE
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LIBERTY COMMONS NSG AND REHAB CTR OF HALIFAX CTY	345309	101 CAROLINE AVENUE
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LIBERTY COMMONS NSG AND REHAB CTR OF LEE COUNTY	345532	310 COMMERCE DRIVE
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LIBERTY COMMONS NSG AND REHAB CTR OF LEE COUNTY	345532	310 COMMERCE DRIVE
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LIBERTY COMMONS NSG AND REHAB CTR OF LEE COUNTY	345532	310 COMMERCE DRIVE
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LIBERTY COMMONS NSG AND REHAB CTR OF LEE COUNTY	345532	310 COMMERCE DRIVE
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WELDON	NC	27890	2525364817
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WELDON	NC	27890	2525364817
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WELDON	NC	27890	2525364817
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SANFORD	NC	27330	9194992206
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SANFORD	NC	27330	9194992206
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SANFORD	NC	27330	9194992206
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SANFORD	NC	27330	9194992206
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

02/07/2012

03/02/2012

02/07/2012

03/02/2012

02/07/2012

03/02/2012

10/01/2009

11/12/2009

10/01/2009

11/12/2009

04/19/2011

05/04/2011

04/19/2011

05/04/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

(injury/decline/room, etc.) that affect the resident.

Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	3
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Keep each resident's personal and medical records private and confidential.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LIBERTY COMMONS NSG AND REHAB CTR OF LEE COUNTY	345532	310 COMMERCE DRIVE
LIBERTY COMMONS REHABILITATION CENTER	345468	121 RACINE DRIVE
LIBERTY COMMONS REHABILITATION CENTER	345468	121 RACINE DRIVE
LIBERTY COMMONS REHABILITATION CENTER	345468	121 RACINE DRIVE
LIBERTY COMMONS REHABILITATION CENTER	345468	121 RACINE DRIVE
LIBERTY COMMONS REHABILITATION CENTER	345468	121 RACINE DRIVE
LIBERTY COMMONS REHABILITATION CENTER	345468	121 RACINE DRIVE
LIBERTY NURSING AND REHAB CTR OF MECKLENBURG CTY	345026	3700 SHAMROCK DR
LIBERTY NURSING AND REHAB CTR OF MECKLENBURG CTY	345026	3700 SHAMROCK DR

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SANFORD	NC	27330	9194992206
WILMINGTON	NC	28403	9104524070
WILMINGTON	NC	28403	9104524070
WILMINGTON	NC	28403	9104524070
WILMINGTON	NC	28403	9104524070
WILMINGTON	NC	28403	9104524070
WILMINGTON	NC	28403	9104524070
CHARLOTTE	NC	28215	7049408300
CHARLOTTE	NC	28215	7049408300

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/19/2011

05/04/2011

11/04/2010

12/02/2010

01/12/2012

02/09/2012

01/12/2012

02/09/2012

01/12/2012

02/09/2012

01/12/2012

02/09/2012

06/14/2012

07/06/2012

07/08/2009

08/05/2009

11/01/2011

11/02/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that special or therapeutic diets are ordered by the attending doctor.	Few	2
Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
Determine if it is safe for the resident to self-administer drugs.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Store, cook, and serve food in a safe and clean way.	Some	2
Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action.	Few	2
Try to resolve each resident's complaints quickly.	Some	2
Make sure that special or therapeutic diets are ordered by the attending doctor.	Few	2
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LIBERTY NURSING AND REHAB CTR OF
MECKLENBURG CTY

345026

3700 SHAMROCK DR

LIBERTY NURSING AND REHAB CTR OF
MECKLENBURG CTY

345026

3700 SHAMROCK DR

LIBERTY NURSING AND REHAB CTR OF
MECKLENBURG CTY

345026

3700 SHAMROCK DR

LIBERTY NURSING AND REHAB CTR OF
MECKLENBURG CTY

345026

3700 SHAMROCK DR

LIBERTY NURSING AND REHAB CTR OF
MECKLENBURG CTY

345026

3700 SHAMROCK DR

LIBERTYWOOD NURSING CENTER

345520

1028 BLAIR STREET

LIBERTYWOOD NURSING CENTER

345520

1028 BLAIR STREET

LIBERTYWOOD NURSING CENTER

345520

1028 BLAIR STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CHARLOTTE	NC	28215	7049408300
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CHARLOTTE	NC	28215	7049408300
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CHARLOTTE	NC	28215	7049408300
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CHARLOTTE	NC	28215	7049408300
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CHARLOTTE	NC	28215	7049408300
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THOMASVILLE	NC	27360	3364727771
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THOMASVILLE	NC	27360	3364727771
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THOMASVILLE	NC	27360	3364727771
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/29/2012

07/25/2012

06/29/2012

07/25/2012

06/29/2012

07/25/2012

06/29/2012

07/25/2012

06/29/2012

07/25/2012

11/18/2009

12/11/2009

09/24/2010

10/22/2010

09/24/2010

11/09/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

respiratory care, foot care, and prostheses.		
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Some	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure menus meet the resident's nutritional needs and that there is a prepared menu by which nutritious meals have been planned for the resident and followed.	Some	2
Store, cook, and serve food in a safe and clean way.	Some	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Some	4
Keep each resident's personal and medical records private and confidential.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LIBERTYWOOD NURSING CENTER

345520

1028 BLAIR STREET

LIBERTYWOOD NURSING CENTER

345520

1028 BLAIR STREET

LIBERTYWOOD NURSING CENTER

345520

1028 BLAIR STREET

LIBERTYWOOD NURSING CENTER

345520

1028 BLAIR STREET

LIBERTYWOOD NURSING CENTER

345520

1028 BLAIR STREET

LIBERTYWOOD NURSING CENTER

345520

1028 BLAIR STREET

LIBERTYWOOD NURSING CENTER

345520

1028 BLAIR STREET

LIBERTYWOOD NURSING CENTER

345520

1028 BLAIR STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

THOMASVILLE	NC	27360	3364727771
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THOMASVILLE	NC	27360	3364727771
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THOMASVILLE	NC	27360	3364727771
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THOMASVILLE	NC	27360	3364727771
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THOMASVILLE	NC	27360	3364727771
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THOMASVILLE	NC	27360	3364727771
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THOMASVILLE	NC	27360	3364727771
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THOMASVILLE	NC	27360	3364727771
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/24/2010

11/09/2010

09/24/2010

10/22/2010

09/24/2010

11/09/2010

03/25/2011

04/25/2011

03/25/2011

04/25/2011

09/22/2011

11/22/2011

11/22/2011

12/01/2011

11/22/2011

12/01/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

standards of quality.		
1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	2
2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.		
Store, cook, and serve food in a safe and clean way.	Some	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Many	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	2
2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.		
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Some	2
Store, cook, and serve food in a safe and clean way.	Some	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Have a program that investigates,	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LIFE CARE CENTER OF BANNER ELK	345203	185 NORWOOD HOLLOW ROAD PO BOX 2199
LIFE CARE CENTER OF BANNER ELK	345203	185 NORWOOD HOLLOW ROAD PO BOX 2199
LIFE CARE CENTER OF HENDERSONV	345463	400 THOMPSON STREET
LIFE CARE CENTER OF HENDERSONV	345463	400 THOMPSON STREET
LIFE CARE CENTER OF HENDERSONV	345463	400 THOMPSON STREET
LIFE CARE CENTER OF HENDERSONV	345463	400 THOMPSON STREET
LIFE CARE CENTER OF HENDERSONV	345463	400 THOMPSON STREET
LIFE CARE CENTER OF HENDERSONV	345463	400 THOMPSON STREET
LIFE CARE CENTER OF HENDERSONV	345463	400 THOMPSON STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BANNER ELK	NC	28604	8288985136
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BANNER ELK	NC	28604	8288985136
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HENDERSONVILLE	NC	28792	8286974348
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HENDERSONVILLE	NC	28792	8286974348
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HENDERSONVILLE	NC	28792	8286974348
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HENDERSONVILLE	NC	28792	8286974348
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HENDERSONVILLE	NC	28792	8286974348
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HENDERSONVILLE	NC	28792	8286974348
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HENDERSONVILLE	NC	28792	8286974348
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/08/2009

10/08/2009

10/08/2009

10/30/2009

06/25/2009

07/23/2009

06/25/2009

07/23/2009

06/25/2009

07/23/2009

06/30/2011

07/28/2011

06/30/2011

07/28/2011

06/30/2011

07/28/2011

06/30/2011

07/28/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

controls and keeps infection from spreading.		
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Store, cook, and serve food in a safe and clean way.	Many	2
Try to resolve each resident's complaints quickly.	Some	1
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or	Some	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LIFE CARE CENTER OF HENDERSONV

345463

400 THOMPSON STREET

LIFE CARE CENTER OF HENDERSONV

345463

400 THOMPSON STREET

LIFE CARE CENTER OF HENDERSONV

345463

400 THOMPSON STREET

LITCHFORD FALLS HEALTHCARE

345499

8200 LITCHFORD ROAD

LITCHFORD FALLS HEALTHCARE

345499

8200 LITCHFORD ROAD

LITCHFORD FALLS HEALTHCARE

345499

8200 LITCHFORD ROAD

LITCHFORD FALLS HEALTHCARE

345499

8200 LITCHFORD ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HENDERSONVILLE	NC	28792	8286974348
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HENDERSONVILLE	NC	28792	8286974348
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HENDERSONVILLE	NC	28792	8286974348
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RALEIGH	NC	27615	9198787772
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RALEIGH	NC	27615	9198787772
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RALEIGH	NC	27615	9198787772
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RALEIGH	NC	27615	9198787772
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/30/2011

07/28/2011

10/06/2011

11/03/2011

08/03/2012

08/29/2012

07/24/2009

07/27/2009

07/24/2009

07/27/2009

07/24/2009

07/27/2009

07/24/2009

07/27/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

prevent new bed (pressure) sores or
heal existing bed sores.

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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1) Receive registry verification that a nurse aide has met the required training and skills that the State requires; and 2)	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LITCHFORD FALLS HEALTHCARE

345499

8200 LITCHFORD ROAD

LITCHFORD FALLS HEALTHCARE

345499

8200 LITCHFORD ROAD

LOUISBURG NURSING CENTER

345358

202 SMOKETREE WAY

LOUISBURG NURSING CENTER

345358

202 SMOKETREE WAY

LUTHERAN HOME-ALBEMARLE

345109

24724 US HIGHWAY 52
SOUTH

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RALEIGH	NC	27615	9198787772
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RALEIGH	NC	27615	9198787772
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LOUISBURG	NC	27549	9194962188
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LOUISBURG	NC	27549	9194962188
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ALBEMARLE	NC	28001	7049828191
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/04/2010

08/27/2010

09/02/2011

09/26/2011

02/25/2010

03/03/2010

05/02/2012

05/30/2012

01/25/2011

02/09/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and skills that the State requires; and 2)
ensure nurse aides receive the required
retraining after 24 months if nursing
related services were not provided for
monetary compensation

Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves.	Few	2
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
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Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LUTHERAN HOME AT TRINITY OAKS	345153	820 KLUMAC RD
MACON VALLEY NURSING AND REHABILITATION CENTER	345263	245 OLD MURPHY ROAD
MACON VALLEY NURSING AND REHABILITATION CENTER	345263	245 OLD MURPHY ROAD
MACON VALLEY NURSING AND REHABILITATION CENTER	345263	245 OLD MURPHY ROAD
MACON VALLEY NURSING AND REHABILITATION CENTER	345263	245 OLD MURPHY ROAD
MAGGIE VALLEY NURSING AND REHABILITATION	345102	75 FISHER LOOP
MAGGIE VALLEY NURSING AND REHABILITATION	345102	75 FISHER LOOP
MAGGIE VALLEY NURSING AND REHABILITATION	345102	75 FISHER LOOP

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SALISBURY	NC	28144	7046373784
FRANKLIN	NC	28734	8285247806
FRANKLIN	NC	28734	8285247806
FRANKLIN	NC	28734	8285247806
FRANKLIN	NC	28734	8285247806
MAGGIE VALLEY	NC	28751	8285663002
MAGGIE VALLEY	NC	28751	8285663002
MAGGIE VALLEY	NC	28751	8285663002

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/25/2010

09/20/2010

01/14/2010

02/11/2010

01/14/2010

02/11/2010

01/14/2010

02/11/2010

06/09/2011

07/07/2011

06/17/2010

07/15/2010

10/19/2011

11/12/2011

10/19/2011

11/12/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	2
2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.		
Keep each resident's personal and medical records private and confidential.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MAGNOLIA ESTATES SKILLED CARE	345288	1404 S SALISBURY AVENUE
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MAGNOLIA ESTATES SKILLED CARE	345288	1404 S SALISBURY AVENUE
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MAGNOLIA LANE NURSING AND REHABILITATION CENTER	345219	107 MAGNOLIA DR
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MAGNOLIA LANE NURSING AND REHABILITATION CENTER	345219	107 MAGNOLIA DR
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MAGNOLIA LANE NURSING AND REHABILITATION CENTER	345219	107 MAGNOLIA DR
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MAGNOLIA LANE NURSING AND REHABILITATION CENTER	345219	107 MAGNOLIA DR
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MAGNOLIA LANE NURSING AND REHABILITATION	345219	107 MAGNOLIA DR
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SPENCER	NC	28159	7046333892
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SPENCER	NC	28159	7046333892
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MORGANTON	NC	28655	8284378760
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MORGANTON	NC	28655	8284378760
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MORGANTON	NC	28655	8284378760
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MORGANTON	NC	28655	8284378760
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MORGANTON	NC	28655	8284378760
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/08/2010

08/05/2010

07/08/2010

08/05/2010

10/27/2010

11/24/2010

10/27/2010

11/24/2010

10/27/2010

11/24/2010

02/24/2011

03/16/2011

01/12/2012

02/26/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

spreading.

Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	3
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
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Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Provide activities to meet the interests	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CENTER

MAGNOLIA LANE NURSING AND REHABILITATION
CENTER

345219

107 MAGNOLIA DR

MAGNOLIA LANE NURSING AND REHABILITATION
CENTER

345219

107 MAGNOLIA DR

MAGNOLIA LANE NURSING AND REHABILITATION
CENTER

345219

107 MAGNOLIA DR

MAGNOLIA LANE NURSING AND REHABILITATION
CENTER

345219

107 MAGNOLIA DR

MAGNOLIA LANE NURSING AND REHABILITATION
CENTER

345219

107 MAGNOLIA DR

MAGNOLIA LANE NURSING AND REHABILITATION
CENTER

345219

107 MAGNOLIA DR

MANOR CARE HEALTH SVCS PINEHURST

345177

205 RATTLESNAKE TRAIL

MANOR CARE HEALTH SVCS PINEHURST

345177

205 RATTLESNAKE TRAIL

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MORGANTON	NC	28655	8284378760
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MORGANTON	NC	28655	8284378760
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MORGANTON	NC	28655	8284378760
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MORGANTON	NC	28655	8284378760
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MORGANTON	NC	28655	8284378760
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MORGANTON	NC	28655	8284378760
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PINEHURST	NC	28374	9102951781
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PINEHURST	NC	28374	9102951781
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/12/2012

02/26/2012

01/12/2012

02/26/2012

01/12/2012

02/26/2012

02/26/2012

03/19/2012

04/17/2012

05/07/2012

07/03/2012

07/18/2012

12/03/2009

01/28/2010

12/03/2009

12/31/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and needs of each resident.

Make sure that residents receive treatment/services to not only continue, but improve the ability to care for themselves.	Few	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Provide housekeeping and maintenance services.	Some	1
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few	3
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Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	3
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MANOR CARE HEALTH SVCS PINEHURST

345177

205 RATTLESNAKE TRAIL

MANOR CARE HEALTH SVCS PINEHURST

345177

205 RATTLESNAKE TRAIL

MAPLE GROVE HEALTH AND REHABILITATION
CENTER

345448

308 WEST MEADOWVIEW
ROAD

MAPLE GROVE HEALTH AND REHABILITATION
CENTER

345448

308 WEST MEADOWVIEW
ROAD

MAPLE GROVE HEALTH AND REHABILITATION
CENTER

345448

308 WEST MEADOWVIEW
ROAD

MAPLE GROVE HEALTH AND REHABILITATION
CENTER

345448

308 WEST MEADOWVIEW
ROAD

MAPLE GROVE HEALTH AND REHABILITATION
CENTER

345448

308 WEST MEADOWVIEW
ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PINEHURST	NC	28374	9102951781
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PINEHURST	NC	28374	9102951781
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GREENSBORO	NC	27406	3362300534
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GREENSBORO	NC	27406	3362300534
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GREENSBORO	NC	27406	3362300534
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GREENSBORO	NC	27406	3362300534
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GREENSBORO	NC	27406	3362300534
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/03/2009

01/28/2010

06/03/2010

06/28/2010

01/07/2010

02/04/2010

05/11/2011

07/02/2011

05/11/2011

07/02/2011

06/01/2011

07/02/2011

07/02/2011

07/29/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	2
2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.		
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Provide a safe, clean, comfortable and homelike environment.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	3
Provide care by qualified persons according to each resident's written plan of care.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MAPLE GROVE HEALTH AND REHABILITATION
CENTER

345448

308 WEST MEADOWVIEW
ROAD

MAPLE GROVE HEALTH AND REHABILITATION
CENTER

345448

308 WEST MEADOWVIEW
ROAD

MAPLE GROVE HEALTH AND REHABILITATION
CENTER

345448

308 WEST MEADOWVIEW
ROAD

MAPLE GROVE HEALTH AND REHABILITATION
CENTER

345448

308 WEST MEADOWVIEW
ROAD

MAPLE LEAF HEALTH CARE

345340

2640 DAVIE AVENUE

MAPLE LEAF HEALTH CARE

345340

2640 DAVIE AVENUE

MAPLE LEAF HEALTH CARE

345340

2640 DAVIE AVENUE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENSBORO	NC	27406	3362300534
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GREENSBORO	NC	27406	3362300534
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GREENSBORO	NC	27406	3362300534
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GREENSBORO	NC	27406	3362300534
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STATESVILLE	NC	28625	7048710705
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STATESVILLE	NC	28625	7048710705
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STATESVILLE	NC	28625	7048710705
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/02/2011

07/29/2011

07/02/2011

07/29/2011

11/09/2011

12/07/2011

02/11/2012

03/01/2012

05/27/2011

06/22/2011

05/27/2011

06/22/2011

05/27/2011

06/22/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and	Few	3

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MAPLE LEAF HEALTH CARE

345340

2640 DAVIE AVENUE

MAPLE LEAF HEALTH CARE

345340

2640 DAVIE AVENUE

MAPLE LEAF HEALTH CARE

345340

2640 DAVIE AVENUE

MARGATE HEALTH AND REHAB CENTER

345296

540 WAUGH STREET

MARGATE HEALTH AND REHAB CENTER

345296

540 WAUGH STREET

MARGATE HEALTH AND REHAB CENTER

345296

540 WAUGH STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

STATESVILLE	NC	28625	7048710705
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STATESVILLE	NC	28625	7048710705
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STATESVILLE	NC	28625	7048710705
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JEFFERSON	NC	28640	3362465581
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JEFFERSON	NC	28640	3362465581
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JEFFERSON	NC	28640	3362465581
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

05/27/2011

06/22/2011

05/27/2011

06/22/2011

05/27/2011

06/22/2011

11/22/2010

12/01/2010

07/14/2011

08/09/2011

07/14/2011

08/09/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

his or her interests, assessment, and plan of care.		
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	3
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379
MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379
MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379
MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379
MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379
MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379
MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379
MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CLINTON	NC	28328	9105927981
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CLINTON	NC	28328	9105927981
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CLINTON	NC	28328	9105927981
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CLINTON	NC	28328	9105927981
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CLINTON	NC	28328	9105927981
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CLINTON	NC	28328	9105927981
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CLINTON	NC	28328	9105927981
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CLINTON	NC	28328	9105927981
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/17/2009

10/08/2009

08/19/2010

09/14/2010

02/07/2011

03/11/2011

03/11/2011

04/19/2011

03/11/2011

04/19/2011

04/19/2011

05/19/2011

06/07/2011

07/05/2011

09/22/2011

10/14/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379
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MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379
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MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379
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MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379
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MARY GRAN NURSING CENTER	345218	120 SOUTHWOOD DR BOX 379
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MEADOWWOOD NURSING CENTER	345307	4414 WILKINSON BLVD
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MEADOWWOOD NURSING CENTER	345307	4414 WILKINSON BLVD
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MEADOWWOOD NURSING CENTER	345307	4414 WILKINSON BLVD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CLINTON	NC	28328	9105927981
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CLINTON	NC	28328	9105927981
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CLINTON	NC	28328	9105927981
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CLINTON	NC	28328	9105927981
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CLINTON	NC	28328	9105927981
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GASTONIA	NC	28056	7048245550
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GASTONIA	NC	28056	7048245550
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GASTONIA	NC	28056	7048245550
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/22/2011

10/14/2011

09/22/2011

10/14/2011

09/22/2011

10/14/2011

09/22/2011

10/14/2011

09/22/2011

10/14/2011

04/20/2010

05/08/2010

05/27/2010

06/10/2010

05/05/2011

07/31/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

the highest possible quality of life.

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
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1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
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Store, cook, and serve food in a safe and clean way.	Some	2
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Dispose of garbage and refuse properly.	Some	2
---	------	---

At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
---	-----	---

Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
---	-----	---

Provide housekeeping and maintenance services.	Few	2
--	-----	---

Make sure that the nursing home area is	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MEADOWWOOD NURSING CENTER	345307	4414 WILKINSON BLVD
MEADOWWOOD NURSING CENTER	345307	4414 WILKINSON BLVD
MECKLENBURG HEALTH CARE CENTER	345471	2415 SANDY PORTER ROAD
MECKLENBURG HEALTH CARE CENTER	345471	2415 SANDY PORTER ROAD
MOORESVILLE CENTER	345283	550 GLENWOOD DRIVE
MOORESVILLE CENTER	345283	550 GLENWOOD DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GASTONIA	NC	28056	7048245550
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GASTONIA	NC	28056	7048245550
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CHARLOTTE	NC	28273	7045830430
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CHARLOTTE	NC	28273	7045830430
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MOORESVILLE	NC	28115	7046647494
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MOORESVILLE	NC	28115	7046647494
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/08/2011

07/31/2011

01/12/2012

01/27/2012

12/09/2009

01/06/2010

12/09/2009

01/06/2010

08/12/2009

09/08/2009

02/07/2012

03/02/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

free from accident hazards and risks
and provides supervision to prevent
avoidable accidents.

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
--	-----	---

Conduct initial and periodic assessments of each resident's functional capacity.	Few	2
--	-----	---

Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
--	-----	---

Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MOREHEAD NURSING CENTER	345249	205 EAST KINGS HWY
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MOREHEAD NURSING CENTER	345249	205 EAST KINGS HWY
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MOREHEAD NURSING CENTER	345249	205 EAST KINGS HWY
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MOREHEAD NURSING CENTER	345249	205 EAST KINGS HWY
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MOREHEAD NURSING CENTER	345249	205 EAST KINGS HWY
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MOREHEAD NURSING CENTER	345249	205 EAST KINGS HWY
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MOUNTAIN HOME HEALTH AND REHAB	345285	200 HERITAGE DR
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

EDEN	NC	27288	3366239712
EDEN	NC	27288	3366239712
EDEN	NC	27288	3366239712
EDEN	NC	27288	3366239712
EDEN	NC	27288	3366239712
EDEN	NC	27288	3366239712
HENDERSONVILLE	NC	28739	8286935849

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/28/2011

05/26/2011

04/28/2011

05/26/2011

04/28/2011

05/26/2011

04/28/2011

05/26/2011

04/28/2011

05/26/2011

04/28/2011

05/26/2011

07/27/2009

08/24/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident .		
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Maintain 15 months of resident assessments in the resident's active clinical record.	Many	1
Give the right treatment and services to residents who have mental or psychosocial problems adjusting.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Some	2
At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Some	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MOUNTAIN HOME HEALTH AND REHAB

345285

200 HERITAGE DR

MOUNTAIN HOME HEALTH AND REHAB

345285

200 HERITAGE DR

MOUNTAIN HOME HEALTH AND REHAB

345285

200 HERITAGE DR

MOUNTAIN HOME HEALTH AND REHAB

345285

200 HERITAGE DR

MOUNTAIN HOME HEALTH AND REHAB

345285

200 HERITAGE DR

MOUNTAIN HOME HEALTH AND REHAB

345285

200 HERITAGE DR

MOUNTAIN HOME HEALTH AND REHAB

345285

200 HERITAGE DR

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HENDERSONVILLE	NC	28739	8286935849
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HENDERSONVILLE	NC	28739	8286935849
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HENDERSONVILLE	NC	28739	8286935849
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HENDERSONVILLE	NC	28739	8286935849
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HENDERSONVILLE	NC	28739	8286935849
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HENDERSONVILLE	NC	28739	8286935849
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HENDERSONVILLE	NC	28739	8286935849
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/27/2009

08/24/2009

11/23/2009

12/21/2009

11/23/2009

01/20/2010

01/20/2010

02/16/2010

01/20/2010

02/16/2010

01/20/2010

02/16/2010

07/13/2011

08/01/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

urinary tract infections and restore normal bladder function.

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed.	Some	1
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Establish and follow a written policy that permits a resident to return to the nursing home after hospitalization.	Few	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
--	-----	---

Provide necessary care and services to maintain the highest well being of each resident .	Some	2
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Make sure that residents are safe from serious medication errors.	Few	2
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Make sure that special or therapeutic diets are ordered by the attending doctor.	Some	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MOUNTAIN HOME HEALTH AND REHAB	345285	200 HERITAGE DR
MOUNTAIN HOME HEALTH AND REHAB	345285	200 HERITAGE DR
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HENDERSONVILLE	NC	28739	8286935849
HENDERSONVILLE	NC	28739	8286935849
SYLVA	NC	28779	8286311600
SYLVA	NC	28779	8286311600
SYLVA	NC	28779	8286311600
SYLVA	NC	28779	8286311600
SYLVA	NC	28779	8286311600
SYLVA	NC	28779	8286311600

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/31/2012

02/28/2012

01/31/2012

02/28/2012

12/04/2009

Not Available

12/04/2009

01/02/2010

12/04/2009

01/02/2010

12/04/2009

01/02/2010

11/03/2010

11/28/2010

11/03/2010

12/01/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Maintain 15 months of resident assessments in the resident's active clinical record.	Many	1
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for.	Some	1
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Give the right treatment and services to residents who have mental or psychosocial problems adjusting.	Few	2
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Few	2
Follow policies and procedures to convey the resident's personal funds to the appropriate party responsible after the resident's death.	Some	1
Provide necessary care and services to maintain the highest well being of each	Some	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CENTER

ROAD

MOUNTAIN TRACE REHABILITATION & NURSING
CENTER

345302

417 MOUNTAIN TRACE
ROAD

MOUNTAIN TRACE REHABILITATION & NURSING
CENTER

345302

417 MOUNTAIN TRACE
ROAD

MOUNTAIN TRACE REHABILITATION & NURSING
CENTER

345302

417 MOUNTAIN TRACE
ROAD

MOUNTAIN TRACE REHABILITATION & NURSING
CENTER

345302

417 MOUNTAIN TRACE
ROAD

MOUNTAIN TRACE REHABILITATION & NURSING
CENTER

345302

417 MOUNTAIN TRACE
ROAD

MOUNTAIN TRACE REHABILITATION & NURSING
CENTER

345302

417 MOUNTAIN TRACE
ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SYLVA	NC	28779	8286311600
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SYLVA	NC	28779	8286311600
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SYLVA	NC	28779	8286311600
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SYLVA	NC	28779	8286311600
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SYLVA	NC	28779	8286311600
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SYLVA	NC	28779	8286311600
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

11/03/2010

12/01/2010

01/20/2011

02/17/2011

01/20/2011

02/17/2011

01/20/2011

02/17/2011

01/20/2011

02/17/2011

08/23/2011

10/14/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

maintain the highest well being of each resident .

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
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Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
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Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Some	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD
MOUNTAIN TRACE REHABILITATION & NURSING CENTER	345302	417 MOUNTAIN TRACE ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SYLVA	NC	28779	8286311600
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SYLVA	NC	28779	8286311600
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SYLVA	NC	28779	8286311600
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SYLVA	NC	28779	8286311600
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SYLVA	NC	28779	8286311600
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SYLVA	NC	28779	8286311600
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SYLVA	NC	28779	8286311600
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SYLVA	NC	28779	8286311600
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

10/14/2011

10/18/2011

10/14/2011

11/04/2011

11/01/2011

11/04/2011

03/08/2012

04/05/2012

03/08/2012

04/05/2012

05/16/2012

05/31/2012

07/05/2012

07/31/2012

07/05/2012

07/31/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide housekeeping and maintenance services.	Some	1
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	3
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

MOUNTAIN VIEW MANOR NURSING CE	345193	410 BUCKNER BRANCH RD PO BOX 2344
MOUNTAIN VIEW MANOR NURSING CE	345193	410 BUCKNER BRANCH RD PO BOX 2344
MOUNT OLIVE CARE AND REHABILITATION CENTER	345126	228 SMITH CHAPEL RD BOX 569
MOUNT OLIVE CARE AND REHABILITATION CENTER	345126	228 SMITH CHAPEL RD BOX 569
MOUNT OLIVE CARE AND REHABILITATION CENTER	345126	228 SMITH CHAPEL RD BOX 569
MOUNT OLIVE CARE AND REHABILITATION CENTER	345126	228 SMITH CHAPEL RD BOX 569
MOUNT OLIVE CARE AND REHABILITATION CENTER	345126	228 SMITH CHAPEL RD BOX 569
MOUNT OLIVE CARE AND REHABILITATION CENTER	345126	228 SMITH CHAPEL RD BOX 569

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BRYSON CITY	NC	28713	8284882101
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BRYSON CITY	NC	28713	8284882101
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MOUNT OLIVE	NC	28365	9196589522
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MOUNT OLIVE	NC	28365	9196589522
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MOUNT OLIVE	NC	28365	9196589522
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MOUNT OLIVE	NC	28365	9196589522
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MOUNT OLIVE	NC	28365	9196589522
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MOUNT OLIVE	NC	28365	9196589522
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MOUNT OLIVE	NC	28365	9196589522
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/09/2009

12/31/2009

04/28/2011

05/21/2011

05/20/2010

06/14/2010

05/20/2010

06/14/2010

05/20/2010

06/14/2010

05/20/2010

06/14/2010

05/20/2010

06/14/2010

04/01/2011

04/22/2011

03/22/2012

04/06/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

licensed pharmacist.

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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Reasonably accommodate the needs and preferences of each resident.	Few	2
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Provide a safe, clean, comfortable and homelike environment.	Some	2
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Provide necessary care and services to maintain the highest well being of each resident .	Some	2
---	------	---

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Provide a safe, clean, comfortable and homelike environment.	Some	2
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Assist those residents who need total help with eating/drinking, grooming and	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

NC STATE VETERANS NURSING HOME

345492

214 COCHRAN AVENUE

NC STATE VETERANS NURSING HOME

345492

214 COCHRAN AVENUE

NC STATE VETERANS NURSING HOME

345492

214 COCHRAN AVENUE

NC STATE VETERANS NURSING HOME

345492

214 COCHRAN AVENUE

NC STATE VETERANS NURSING HOME

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214 COCHRAN AVENUE

NC STATE VETERANS NURSING HOME

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214 COCHRAN AVENUE

NC STATE VETERANS NURSING HOME

345492

214 COCHRAN AVENUE

NC STATE VETERANS NURSING HOME

345492

214 COCHRAN AVENUE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FAYETTEVILLE	NC	28301	9104824131
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FAYETTEVILLE	NC	28301	9104824131
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FAYETTEVILLE	NC	28301	9104824131
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FAYETTEVILLE	NC	28301	9104824131
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FAYETTEVILLE	NC	28301	9104824131
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FAYETTEVILLE	NC	28301	9104824131
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FAYETTEVILLE	NC	28301	9104824131
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FAYETTEVILLE	NC	28301	9104824131
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/26/2009

09/16/2009

08/26/2009

09/16/2009

08/26/2009

09/16/2009

08/11/2010

09/10/2010

08/11/2010

09/10/2010

08/11/2010

09/10/2010

03/16/2011

04/13/2011

03/16/2011

04/13/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

personal and oral hygiene.

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
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Store, cook, and serve food in a safe and clean way.	Some	2
--	------	---

1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	4
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Make sure that residents are safe from serious medication errors.	Few	4
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Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	4
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Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
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Make sure services provided by the	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

NC STATE VETERANS NURSING HOME	345492	214 COCHRAN AVENUE
NC STATE VETERANS NURSING HOME	345492	214 COCHRAN AVENUE
NC STATE VETERANS NURSING HOME	345492	214 COCHRAN AVENUE
NC STATE VETERANS NURSING HOME	345492	214 COCHRAN AVENUE
NC STATE VETERANS NURSING HOME	345492	214 COCHRAN AVENUE
NORTHAMPTON NURSING AND REHABILITATION CENTER	345313	HWY 305 NORTH
NORTH CAROLINA STATE VETERANS NURSING HOME SALISBU	345531	1601 BRENNER AVE, BLDNG #10, PO BOX 599

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FAYETTEVILLE	NC	28301	9104824131
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FAYETTEVILLE	NC	28301	9104824131
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FAYETTEVILLE	NC	28301	9104824131
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FAYETTEVILLE	NC	28301	9104824131
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FAYETTEVILLE	NC	28301	9104824131
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JACKSON	NC	27845	2525340131
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SALISBURY	NC	28145	7046384200
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/16/2011

04/13/2011

03/16/2011

04/13/2011

03/16/2011

04/13/2011

03/16/2011

04/13/2011

11/17/2011

12/02/2011

02/22/2012

03/21/2012

05/17/2011

06/14/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

nursing facility meet professional standards of quality.		
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Develop policies and procedures for influenza and pneumococcal immunizations.	Few	2
Store, cook, and serve food in a safe and clean way.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Immediately tell the resident, the resident's doctor and a family member	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SALISBU

BLDNG #10, PO BOX 599

NORTH CAROLINA STATE VETERANS NURSING HOME 345531
SALISBU

1601 BRENNER AVE,
BLDNG #10, PO BOX 599

NORTH CAROLINA STATE VETERANS NURSING HOME 345531
SALISBU

1601 BRENNER AVE,
BLDNG #10, PO BOX 599

NORTHCHASE NURSING AND REHABILITATION 345119
CENTER

3015 ENTERPRISE DR

OAK FOREST HEALTH AND REHABILITATION 345443

5680 WINDY HILL DRIVE

OAK FOREST HEALTH AND REHABILITATION 345443

5680 WINDY HILL DRIVE

OAK FOREST HEALTH AND REHABILITATION 345443

5680 WINDY HILL DRIVE

OAK FOREST HEALTH AND REHABILITATION 345443

5680 WINDY HILL DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SALISBURY	NC	28145	7046384200
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SALISBURY	NC	28145	7046384200
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WILMINGTON	NC	28405	9107913451
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WINSTON SALEM	NC	27105	3367765000
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WINSTON SALEM	NC	27105	3367765000
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WINSTON SALEM	NC	27105	3367765000
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WINSTON SALEM	NC	27105	3367765000
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

02/09/2012

03/08/2012

06/13/2012

07/17/2012

01/19/2012

01/31/2012

12/02/2009

12/16/2009

12/02/2009

12/16/2009

02/25/2010

04/13/2010

02/25/2010

04/13/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident's doctor and a family member
of the resident of situations
(injury/decline/room, etc.) that affect the
resident.

Try to resolve each resident's complaints quickly.	Few	2
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Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for.	Some	1
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Let each resident choose a personal doctor.	Some	1
--	------	---

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

OAK FOREST HEALTH AND REHABILITATION

345443

5680 WINDY HILL DRIVE

OAK FOREST HEALTH AND REHABILITATION

345443

5680 WINDY HILL DRIVE

OAK GROVE HEALTH CARE CENTER

345464

518 OLD US HWY 221

OCEAN TRAIL HEALTHCARE & REHAB CENTER

345373

630 FODALE AVENUE

OCEAN TRAIL HEALTHCARE & REHAB CENTER

345373

630 FODALE AVENUE

OCEAN TRAIL HEALTHCARE & REHAB CENTER

345373

630 FODALE AVENUE

OCEAN TRAIL HEALTHCARE & REHAB CENTER

345373

630 FODALE AVENUE

OCEAN TRAIL HEALTHCARE & REHAB CENTER

345373

630 FODALE AVENUE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WINSTON SALEM	NC	27105	3367765000
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WINSTON SALEM	NC	27105	3367765000
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RUTHERFORDTON	NC	28139	8282877655
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SOUTHPORT	NC	28461	9104579581
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SOUTHPORT	NC	28461	9104579581
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SOUTHPORT	NC	28461	9104579581
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SOUTHPORT	NC	28461	9104579581
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SOUTHPORT	NC	28461	9104579581
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/01/2012

03/29/2012

05/31/2012

06/28/2012

04/13/2012

04/30/2012

12/21/2010

02/01/2011

12/21/2010

02/01/2011

12/21/2010

02/01/2011

03/10/2012

04/09/2012

03/10/2012

04/09/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

receive proper services to prevent urinary tract infections and restore normal bladder function.

Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
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Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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Try to resolve each resident's complaints quickly.	Few	2
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Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Keep each resident's personal and medical records private and confidential.	Few	2
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Provide a safe, clean, comfortable and homelike environment.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

OCEAN TRAIL HEALTHCARE & REHAB CENTER	345373	630 FODALE AVENUE
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OCEAN TRAIL HEALTHCARE & REHAB CENTER	345373	630 FODALE AVENUE
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OCEAN TRAIL HEALTHCARE & REHAB CENTER	345373	630 FODALE AVENUE
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OCEAN TRAIL HEALTHCARE & REHAB CENTER	345373	630 FODALE AVENUE
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OCEAN TRAIL HEALTHCARE & REHAB CENTER	345373	630 FODALE AVENUE
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OCEAN TRAIL HEALTHCARE & REHAB CENTER	345373	630 FODALE AVENUE
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OCEAN TRAIL HEALTHCARE & REHAB CENTER	345373	630 FODALE AVENUE
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OLDE KNOX COMMONS AT THE VILLAGES OF MECKLENBURG	345541	13825 HUNTON LANE
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SOUTHPORT	NC	28461	9104579581
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SOUTHPORT	NC	28461	9104579581
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SOUTHPORT	NC	28461	9104579581
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SOUTHPORT	NC	28461	9104579581
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SOUTHPORT	NC	28461	9104579581
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SOUTHPORT	NC	28461	9104579581
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SOUTHPORT	NC	28461	9104579581
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HUNTERSVILLE	NC	28078	7048972700
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/10/2012

04/09/2012

03/10/2012

04/09/2012

03/10/2012

04/09/2012

03/10/2012

04/09/2012

03/10/2012

04/09/2012

03/10/2012

04/09/2012

03/10/2012

04/09/2012

10/19/2011

11/01/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	4
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action.	Few	2
Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

OLDE KNOX COMMONS AT THE VILLAGES OF
MECKLENBURG

345541

13825 HUNTON LANE

OLDE KNOX COMMONS AT THE VILLAGES OF
MECKLENBURG

345541

13825 HUNTON LANE

OUR COMMUNITY HOSPITAL

345431

921 JUNIOR HIGH SCHOOL
ROAD

OUR COMMUNITY HOSPITAL

345431

921 JUNIOR HIGH SCHOOL
ROAD

OUR COMMUNITY HOSPITAL

345431

921 JUNIOR HIGH SCHOOL
ROAD

OUR COMMUNITY HOSPITAL

345431

921 JUNIOR HIGH SCHOOL
ROAD

OUR COMMUNITY HOSPITAL

345431

921 JUNIOR HIGH SCHOOL
ROAD

OUR COMMUNITY HOSPITAL

345431

921 JUNIOR HIGH SCHOOL
ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HUNTERSVILLE	NC	28078	7048972700
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HUNTERSVILLE	NC	28078	7048972700
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SCOTLAND NECK	NC	27874	2528264144
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SCOTLAND NECK	NC	27874	2528264144
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SCOTLAND NECK	NC	27874	2528264144
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SCOTLAND NECK	NC	27874	2528264144
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SCOTLAND NECK	NC	27874	2528264144
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SCOTLAND NECK	NC	27874	2528264144
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

05/10/2012

06/21/2012

05/10/2012

06/21/2012

12/02/2010

12/28/2010

12/02/2010

12/28/2010

12/02/2010

12/28/2010

12/02/2010

12/28/2010

12/02/2010

12/28/2010

12/02/2010

12/28/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

the highest possible quality of life.

1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
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Allow the resident the right to participate in the planning or revision of the resident's care plan.	Few	3
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Provide care by qualified persons according to each resident's written plan of care.	Few	3
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
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Provide or obtain dental services for each resident.	Few	2
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Have a program that investigates, controls and keeps infection from	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PEAK RESOURCES - ALAMANCE, INC

345337

779 WOODY DRIVE

PEAK RESOURCES - ALAMANCE, INC

345337

779 WOODY DRIVE

PEAK RESOURCES - ALAMANCE, INC

345337

779 WOODY DRIVE

PEAK RESOURCES - ALAMANCE, INC

345337

779 WOODY DRIVE

PEAK RESOURCES - ALAMANCE, INC

345337

779 WOODY DRIVE

PEAK RESOURCES - CHARLOTTE

345013

3223 CENTRAL AVENUE

PEAK RESOURCES - CHARLOTTE

345013

3223 CENTRAL AVENUE

PEAK RESOURCES - CHARLOTTE

345013

3223 CENTRAL AVENUE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GRAHAM	NC	27253	3362288394
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GRAHAM	NC	27253	3362288394
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GRAHAM	NC	27253	3362288394
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GRAHAM	NC	27253	3362288394
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GRAHAM	NC	27253	3362288394
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CHARLOTTE	NC	28205	7047491100
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CHARLOTTE	NC	28205	7047491100
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CHARLOTTE	NC	28205	7047491100
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/30/2009

01/26/2010

12/30/2009

01/26/2010

01/26/2011

02/03/2011

12/01/2011

12/29/2011

12/01/2011

12/29/2011

11/19/2009

12/16/2009

11/19/2009

12/16/2009

08/10/2010

09/03/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

spreading.		
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	Some	2
Make sure that the nursing home area is	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PEAK RESOURCES - CHARLOTTE	345013	3223 CENTRAL AVENUE
PEAK RESOURCES - CHARLOTTE	345013	3223 CENTRAL AVENUE
PEAK RESOURCES - GASTONIA	345494	2780 X-RAY DR
PEAK RESOURCES - PINELAKE	345429	801 PINEHURST AVENUE
PEAK RESOURCES - PINELAKE	345429	801 PINEHURST AVENUE
PEAK RESOURCES - PINELAKE	345429	801 PINEHURST AVENUE
PEAK RESOURCES - PINELAKE	345429	801 PINEHURST AVENUE
PEAK RESOURCES - TREYBURN	345458	2059 TORREDGE ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CHARLOTTE	NC	28205	7047491100
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CHARLOTTE	NC	28205	7047491100
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GASTONIA	NC	28054	7048610981
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CARTHAGE	NC	28327	9109475155
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CARTHAGE	NC	28327	9109475155
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CARTHAGE	NC	28327	9109475155
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CARTHAGE	NC	28327	9109475155
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DURHAM	NC	27712	9194774474
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/29/2011

04/22/2011

03/29/2011

04/22/2011

07/27/2011

08/19/2011

06/24/2010

07/14/2010

06/24/2010

07/14/2010

06/24/2010

07/14/2010

06/24/2010

07/14/2010

03/24/2011

04/18/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

free from accident hazards and risks and provides supervision to prevent avoidable accidents.		
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
Try to resolve each resident's complaints quickly.	Few	2
Store, cook, and serve food in a safe and clean way.	Some	2
Dispose of garbage and refuse properly.	Some	2
Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
Make sure that the nursing home area is free from accident hazards and risks	Few	3

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PEAK RESOURCES - TREYBURN

345458

2059 TORREDGE ROAD

PEAK RESOURCES - TREYBURN

345458

2059 TORREDGE ROAD

PEMBROKE CARE AND REHABILITATION CENTER

345409

310 E WARDELL DRIVE

PEMBROKE CARE AND REHABILITATION CENTER

345409

310 E WARDELL DRIVE

PEMBROKE CARE AND REHABILITATION CENTER

345409

310 E WARDELL DRIVE

PEMBROKE CARE AND REHABILITATION CENTER

345409

310 E WARDELL DRIVE

PEMBROKE CARE AND REHABILITATION CENTER

345409

310 E WARDELL DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27712	9194774474
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DURHAM	NC	27712	9194774474
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PEMBROKE	NC	28372	9105211273
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PEMBROKE	NC	28372	9105211273
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PEMBROKE	NC	28372	9105211273
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PEMBROKE	NC	28372	9105211273
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PEMBROKE	NC	28372	9105211273
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/30/2012

04/23/2012

03/30/2012

04/23/2012

09/01/2010

10/01/2010

09/01/2010

10/01/2010

09/01/2010

10/01/2010

09/01/2010

10/01/2010

09/01/2010

10/01/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and provides supervision to prevent avoidable accidents.		
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Some	2
Provide necessary care and services to maintain the highest well being of each resident .	Some	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	2
2) Each resident's entire		

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PEMBROKE CARE AND REHABILITATION CENTER	345409	310 E WARDELL DRIVE
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PEMBROKE CARE AND REHABILITATION CENTER	345409	310 E WARDELL DRIVE
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PENICK VILLAGE	345111	500 EAST RHODE ISLAND AVENUE
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PENICK VILLAGE	345111	500 EAST RHODE ISLAND AVENUE
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PENN NURSING CENTER	345530	618-A S MAIN STREET
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PENN NURSING CENTER	345530	618-A S MAIN STREET
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PENN NURSING CENTER	345530	618-A S MAIN STREET
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PEMBROKE	NC	28372	9105211273
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PEMBROKE	NC	28372	9105211273
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SOUTHERN PINES	NC	28387	9106920300
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SOUTHERN PINES	NC	28387	9106920300
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REIDSVILLE	NC	27320	3369516000
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REIDSVILLE	NC	27320	3369516000
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REIDSVILLE	NC	27320	3369516000
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/01/2010

10/01/2010

06/28/2012

07/03/2012

12/15/2011

01/06/2012

12/15/2011

01/12/2012

10/08/2009

10/31/2009

10/08/2009

10/31/2009

10/08/2009

10/31/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

2) Each resident's entire

drug/medication is managed and
monitored to achieve highest well being.

Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	Few	3
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Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Some	2
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1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Some	2
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2) Each resident's entire

drug/medication is managed and
monitored to achieve highest well being.

Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
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Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PERSON MEMORIAL HOSPITAL	345004	615 RIDGE RD
PERSON MEMORIAL HOSPITAL	345004	615 RIDGE RD
PERSON MEMORIAL HOSPITAL	345004	615 RIDGE RD
PERSON MEMORIAL HOSPITAL	345004	615 RIDGE RD
PERSON MEMORIAL HOSPITAL	345004	615 RIDGE RD
PERSON MEMORIAL HOSPITAL	345004	615 RIDGE RD
PIEDMONT CROSSING	345310	100 HEDRICK DR
PINEHURST HEALTHCARE & REHAB	345370	300 BLAKE BOULEVARD
PINEHURST HEALTHCARE & REHAB	345370	300 BLAKE BOULEVARD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROXBORO	NC	27573	3365992121
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ROXBORO	NC	27573	3365992121
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ROXBORO	NC	27573	3365992121
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ROXBORO	NC	27573	3365992121
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ROXBORO	NC	27573	3365992121
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ROXBORO	NC	27573	3365992121
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THOMASVILLE	NC	27360	3364722017
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PINEHURST	NC	28374	9102956158
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PINEHURST	NC	28374	9102956158
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/03/2010

06/29/2010

06/03/2010

06/29/2010

06/03/2010

06/29/2010

06/03/2010

06/29/2010

06/03/2010

06/29/2010

08/18/2011

08/22/2011

03/01/2012

03/29/2012

06/10/2010

06/21/2010

07/12/2012

08/16/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

professional standards.

Keep each resident's personal and medical records private and confidential.	Some	2
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Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Some	2
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Store, cook, and serve food in a safe and clean way.	Some	2
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Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Some	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for.	Some	1
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Store, cook, and serve food in a safe and clean way.	Some	2
--	------	---

Store, cook, and serve food in a safe and clean way.	Some	2
--	------	---

Provide necessary care and services to	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PINEHURST HEALTHCARE & REHAB

345370

300 BLAKE BOULEVARD

PINEHURST HEALTHCARE & REHAB

345370

300 BLAKE BOULEVARD

PINEHURST HEALTHCARE & REHAB

345370

300 BLAKE BOULEVARD

PINE RIDGE HEALTH AND REHABILITATION CENTER

345144

706 PINEYWOOD RD

PINE RIDGE HEALTH AND REHABILITATION CENTER

345144

706 PINEYWOOD RD

PINEY GROVE NURSING AND REHABILITATION
CENTER

345354

728 PINEY GROVE RD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PINEHURST	NC	28374	9102956158
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PINEHURST	NC	28374	9102956158
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PINEHURST	NC	28374	9102956158
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THOMASVILLE	NC	27360	3364759116
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THOMASVILLE	NC	27360	3364759116
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KERNERSVILLE	NC	27284	3369964038
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/12/2012

08/31/2012

07/12/2012

08/16/2012

07/12/2012

08/16/2012

07/20/2010

08/17/2010

11/16/2010

11/16/2010

06/18/2009

07/16/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

maintain the highest well being of each resident .

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	4
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
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1) Provide 3 meals at regular times; 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day.	Some	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PINEY GROVE NURSING AND REHABILITATION CENTER	345354	728 PINEY GROVE RD
PINEY GROVE NURSING AND REHABILITATION CENTER	345354	728 PINEY GROVE RD
PINEY GROVE NURSING AND REHABILITATION CENTER	345354	728 PINEY GROVE RD
PINEY GROVE NURSING AND REHABILITATION CENTER	345354	728 PINEY GROVE RD
PINEY GROVE NURSING AND REHABILITATION CENTER	345354	728 PINEY GROVE RD
PISGAH MANOR HEALTH CARE CENTER	345393	95 HOLCOMBE COVE ROAD
PISGAH MANOR HEALTH CARE CENTER	345393	95 HOLCOMBE COVE ROAD
PISGAH MANOR HEALTH CARE CENTER	345393	95 HOLCOMBE COVE ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KERNERSVILLE	NC	27284	3369964038
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KERNERSVILLE	NC	27284	3369964038
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KERNERSVILLE	NC	27284	3369964038
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KERNERSVILLE	NC	27284	3369964038
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KERNERSVILLE	NC	27284	3369964038
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CANDLER	NC	28715	8286679851
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CANDLER	NC	28715	8286679851
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CANDLER	NC	28715	8286679851
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/15/2010

08/17/2010

07/15/2010

08/17/2010

12/14/2011

11/25/2011

12/14/2011

11/25/2011

12/14/2011

11/25/2011

07/16/2009

08/13/2009

09/24/2009

10/17/2009

08/26/2010

09/30/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Some	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few	4
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

POPLAR HEIGHTS CARE AND REHABILITATION	345267	804 SOUTH POPULAR STREET
POPLAR HEIGHTS CARE AND REHABILITATION	345267	804 SOUTH POPULAR STREET
POPLAR HEIGHTS CARE AND REHABILITATION	345267	804 SOUTH POPULAR STREET
POPLAR HEIGHTS CARE AND REHABILITATION	345267	804 SOUTH POPULAR STREET
PREMIER NURSING AND REHABILITATION CENTER	345217	225 WHITE ST
PREMIER NURSING AND REHABILITATION CENTER	345217	225 WHITE ST
PREMIER NURSING AND REHABILITATION CENTER	345217	225 WHITE ST
PREMIER NURSING AND REHABILITATION CENTER	345217	225 WHITE ST

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ELIZABETHTOWN	NC	28337	9108628100
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ELIZABETHTOWN	NC	28337	9108628100
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ELIZABETHTOWN	NC	28337	9108628100
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ELIZABETHTOWN	NC	28337	9108628100
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JACKSONVILLE	NC	28546	9103537222
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JACKSONVILLE	NC	28546	9103537222
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JACKSONVILLE	NC	28546	9103537222
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JACKSONVILLE	NC	28546	9103537222
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/27/2010

02/19/2010

03/31/2010

04/28/2010

02/01/2012

02/27/2012

02/01/2012

02/27/2012

10/28/2010

11/24/2010

10/28/2010

11/24/2010

10/28/2010

11/24/2010

05/10/2011

04/04/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and provides supervision to prevent avoidable accidents.

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	3
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
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Allow the resident the right to participate in the planning or revision of the resident's care plan.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent	Few	3
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PREMIER NURSING AND REHABILITATION CENTER	345217	225 WHITE ST
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PREMIER NURSING AND REHABILITATION CENTER	345217	225 WHITE ST
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PREMIER NURSING AND REHABILITATION CENTER	345217	225 WHITE ST
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PREMIER NURSING AND REHABILITATION CENTER	345217	225 WHITE ST
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PREMIER NURSING AND REHABILITATION CENTER	345217	225 WHITE ST
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RANDOLPH HEALTH AND REHABILITATION CENTER	345155	230 EAST PRESNELL STREET
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RANDOLPH HEALTH AND REHABILITATION CENTER	345155	230 EAST PRESNELL STREET
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

JACKSONVILLE	NC	28546	9103537222
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JACKSONVILLE	NC	28546	9103537222
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JACKSONVILLE	NC	28546	9103537222
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JACKSONVILLE	NC	28546	9103537222
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JACKSONVILLE	NC	28546	9103537222
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ASHEBORO	NC	27203	3366291447
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ASHEBORO	NC	27203	3366291447
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/19/2011

07/15/2011

07/19/2011

07/19/2011

05/10/2012

06/05/2012

05/10/2012

06/05/2012

05/10/2012

06/05/2012

01/20/2010

02/17/2010

08/04/2011

08/26/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and provides supervision to prevent avoidable accidents.		
1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	4
2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.		
Make sure that residents are safe from serious medication errors.	Few	4
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
Allow the resident the right to participate in the planning or revision of the resident's care plan.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Provide housekeeping and maintenance services.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RANDOLPH HEALTH AND REHABILITATION CENTER	345155	STREET 230 EAST PRESNELL STREET
RANDOLPH HEALTH AND REHABILITATION CENTER	345155	230 EAST PRESNELL STREET
RANDOLPH HEALTH AND REHABILITATION CENTER	345155	230 EAST PRESNELL STREET
RANDOLPH HEALTH AND REHABILITATION CENTER	345155	230 EAST PRESNELL STREET
REX REHAB & NSG CARE CENTER	345369	4420 LAKE BOONE TRAIL
REX REHAB & NSG CARE CENTER	345369	4420 LAKE BOONE TRAIL
RICHMOND PINES HEALTHCARE AND REHABILITATION CENTE	345293	HIGHWAY 177 S BOX 1489
RICHMOND PINES HEALTHCARE AND REHABILITATION	345293	HIGHWAY 177 S BOX 1489

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ASHEBORO	NC	27203	3366291447
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ASHEBORO	NC	27203	3366291447
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ASHEBORO	NC	27203	3366291447
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ASHEBORO	NC	27203	3366291447
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RALEIGH	NC	27607	9197846600
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RALEIGH	NC	27607	9197846600
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HAMLET	NC	28345	9105820021
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HAMLET	NC	28345	9105820021
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/04/2011

08/26/2011

08/04/2011

08/26/2011

03/28/2012

05/09/2012

03/28/2012

05/09/2012

07/14/2009

08/11/2009

08/19/2010

09/15/2010

03/09/2010

04/21/2010

05/06/2010

05/28/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

services.

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Keep all essential equipment working safely.	Few	2
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	3
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Allow the resident the right to participate	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CENTE

RICHMOND PINES HEALTHCARE AND REHABILITATION 345293
CENTE

HIGHWAY 177 S BOX 1489

RICHMOND PINES HEALTHCARE AND REHABILITATION 345293
CENTE

HIGHWAY 177 S BOX 1489

RICHMOND PINES HEALTHCARE AND REHABILITATION 345293
CENTE

HIGHWAY 177 S BOX 1489

RICHMOND PINES HEALTHCARE AND REHABILITATION 345293
CENTE

HIGHWAY 177 S BOX 1489

RICHMOND PINES HEALTHCARE AND REHABILITATION 345293
CENTE

HIGHWAY 177 S BOX 1489

RICHMOND PINES HEALTHCARE AND REHABILITATION 345293
CENTE

HIGHWAY 177 S BOX 1489

RICHMOND PINES HEALTHCARE AND REHABILITATION 345293
CENTE

HIGHWAY 177 S BOX 1489

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HAMLET	NC	28345	9105820021
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HAMLET	NC	28345	9105820021
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HAMLET	NC	28345	9105820021
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HAMLET	NC	28345	9105820021
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HAMLET	NC	28345	9105820021
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HAMLET	NC	28345	9105820021
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HAMLET	NC	28345	9105820021
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

05/06/2010

05/28/2010

06/17/2010

06/10/2010

03/23/2011

04/20/2011

03/23/2011

04/20/2011

04/05/2012

05/14/2012

04/05/2012

05/14/2012

04/05/2012

05/14/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

in the planning or revision of the resident's care plan.		
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Some	1
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide necessary care and services to maintain the highest well being of each	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CENTE

RICHMOND PINES HEALTHCARE AND REHABILITATION 345293
CENTE

HIGHWAY 177 S BOX 1489

RICH SQUARE HEALTH CARE CENTER	345356	320 NORTH MAIN STREET
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RICH SQUARE HEALTH CARE CENTER	345356	320 NORTH MAIN STREET
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RICH SQUARE HEALTH CARE CENTER	345356	320 NORTH MAIN STREET
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RICH SQUARE HEALTH CARE CENTER	345356	320 NORTH MAIN STREET
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RICH SQUARE HEALTH CARE CENTER	345356	320 NORTH MAIN STREET
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RICH SQUARE HEALTH CARE CENTER	345356	320 NORTH MAIN STREET
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RICH SQUARE HEALTH CARE CENTER	345356	320 NORTH MAIN STREET
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HAMLET	NC	28345	9105820021
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RICH SQUARE	NC	27869	2525394161
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RICH SQUARE	NC	27869	2525394161
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RICH SQUARE	NC	27869	2525394161
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RICH SQUARE	NC	27869	2525394161
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RICH SQUARE	NC	27869	2525394161
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RICH SQUARE	NC	27869	2525394161
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RICH SQUARE	NC	27869	2525394161
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/25/2012

05/14/2012

09/02/2009

12/03/2009

09/02/2009

09/30/2009

09/02/2009

12/03/2009

09/02/2009

09/30/2009

09/02/2009

09/30/2009

01/14/2010

02/11/2010

11/05/2010

12/03/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

maintain the highest well being of each resident .

Keep each resident free from physical restraints, unless needed for medical treatment.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
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Make sure that residents are safe from serious medication errors.	Few	3
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Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Allow the resident the right to participate in the planning or revision of the	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RICH SQUARE HEALTH CARE CENTER	345356	320 NORTH MAIN STREET
RIDGEWOOD MANOR	345228	1624 HIGHLAND DRIVE
RIVERPOINT CREST NURSING AND REHABILITATION CENTER	345211	2600 OLD CHERRY POINT ROAD
RIVER TRACE NURSING AND REHABILITATION CENTER	345215	250 LOVERS LANE
ROANOKE LANDING NURSING AND REHABILITATION CENTER	345266	1084 US 64 EAST
ROANOKE RIVER NURSING AND REHABILITATION CENTER	345145	119 GATLING STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RICH SQUARE	NC	27869	2525394161
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WASHINGTON	NC	27889	2529469570
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NEW BERN	NC	28563	2526374730
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WASHINGTON	NC	27889	2529751636
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PLYMOUTH	NC	27962	2527932100
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WILLIAMSTON	NC	27892	2527921616
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

11/05/2010

12/03/2010

04/26/2011

06/08/2011

02/25/2011

03/18/2011

01/13/2010

02/10/2010

03/17/2011

04/14/2011

08/13/2009

09/07/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

in the planning or revision of the resident's care plan.

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Some	1
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Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	3
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Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Few	3
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROANOKE RIVER NURSING AND REHABILITATION CENTER	345145	119 GATLING STREET
ROANOKE RIVER NURSING AND REHABILITATION CENTER	345145	119 GATLING STREET
ROANOKE RIVER NURSING AND REHABILITATION CENTER	345145	119 GATLING STREET
ROANOKE RIVER NURSING AND REHABILITATION CENTER	345145	119 GATLING STREET
ROANOKE RIVER NURSING AND REHABILITATION CENTER	345145	119 GATLING STREET
ROCKINGHAM MANOR	345378	804 SOUTH LONG DRIVE
ROCKINGHAM MANOR	345378	804 SOUTH LONG DRIVE
ROCKINGHAM MANOR	345378	804 SOUTH LONG DRIVE
ROCKINGHAM MANOR	345378	804 SOUTH LONG DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WILLIAMSTON	NC	27892	2527921616
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WILLIAMSTON	NC	27892	2527921616
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WILLIAMSTON	NC	27892	2527921616
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WILLIAMSTON	NC	27892	2527921616
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WILLIAMSTON	NC	27892	2527921616
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ROCKINGHAM	NC	28379	9109974493
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ROCKINGHAM	NC	28379	9109974493
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ROCKINGHAM	NC	28379	9109974493
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ROCKINGHAM	NC	28379	9109974493
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

02/25/2010

04/12/2010

02/16/2011

02/25/2011

08/19/2011

09/12/2011

08/19/2011

09/12/2011

02/02/2012

03/09/2012

08/20/2009

09/02/2009

08/20/2009

09/02/2009

08/20/2009

09/02/2009

08/20/2009

09/02/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Many	1
Provide housekeeping and maintenance services.	Many	1
Provide clean bed and bath linens that are in good condition.	Many	1
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROCKINGHAM MANOR

345378

804 SOUTH LONG DRIVE

ROCKINGHAM MANOR

345378

804 SOUTH LONG DRIVE

ROCKINGHAM MANOR

345378

804 SOUTH LONG DRIVE

ROCKINGHAM MANOR

345378

804 SOUTH LONG DRIVE

ROCKINGHAM MANOR

345378

804 SOUTH LONG DRIVE

ROCKINGHAM MANOR

345378

804 SOUTH LONG DRIVE

ROXBORO HEALTHCARE & REHAB CENTER

345311

901 RIDGE ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROCKINGHAM	NC	28379	9109974493
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ROCKINGHAM	NC	28379	9109974493
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ROCKINGHAM	NC	28379	9109974493
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ROCKINGHAM	NC	28379	9109974493
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ROCKINGHAM	NC	28379	9109974493
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ROCKINGHAM	NC	28379	9109974493
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ROXBORO	NC	27573	3365990106
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/20/2009

09/02/2009

10/14/2009

11/04/2009

07/08/2011

07/24/2011

07/08/2011

07/24/2011

07/08/2011

07/24/2011

07/08/2011

07/24/2011

10/22/2009

11/19/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Administration Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

drug/medication is managed and monitored to achieve highest well being.		
Be administered in an acceptable way that maintains the well-being of each resident .	Many	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Keep each resident's personal and medical records private and confidential.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Some	2
Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few	3
Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
Make sure that residents are safe from serious medication errors.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROXBORO HEALTHCARE & REHAB CENTER	345311	901 RIDGE ROAD
SALISBURY CENTER	345286	710 JULIAN ROAD
SALISBURY CENTER	345286	710 JULIAN ROAD
SALISBURY CENTER	345286	710 JULIAN ROAD
SALISBURY CENTER	345286	710 JULIAN ROAD
SALISBURY CENTER	345286	710 JULIAN ROAD
SANFORD HEALTH & REHABILITATION CO	345534	2702 FARRELL ROAD
SANFORD HEALTH & REHABILITATION CO	345534	2702 FARRELL ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROXBORO	NC	27573	3365990106
SALISBURY	NC	28147	7046365812
SALISBURY	NC	28147	7046365812
SALISBURY	NC	28147	7046365812
SALISBURY	NC	28147	7046365812
SANFORD	NC	27330	9197769602
SANFORD	NC	27330	9197769602

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/26/2012

03/05/2012

08/29/2011

09/26/2011

01/20/2012

02/17/2012

06/27/2012

07/16/2012

07/31/2012

08/09/2012

10/28/2009

12/09/2009

10/28/2009

12/09/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SANFORD HEALTH & REHABILITATION CO	345534	2702 FARRELL ROAD
SATURN NURSING REHAB CENTER	345489	1930 WEST SUGAR CREEK ROAD
SATURN NURSING REHAB CENTER	345489	1930 WEST SUGAR CREEK ROAD
SATURN NURSING REHAB CENTER	345489	1930 WEST SUGAR CREEK ROAD
SATURN NURSING REHAB CENTER	345489	1930 WEST SUGAR CREEK ROAD
SATURN NURSING REHAB CENTER	345489	1930 WEST SUGAR CREEK ROAD
SENIOR CITIZENS HOME	345316	2275 RUIN CREEK RD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SANFORD	NC	27330	9197769602
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CHARLOTTE	NC	28262	7045984480
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CHARLOTTE	NC	28262	7045984480
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CHARLOTTE	NC	28262	7045984480
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CHARLOTTE	NC	28262	7045984480
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CHARLOTTE	NC	28262	7045984480
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HENDERSON	NC	27536	2524920066
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/11/2010

07/13/2010

11/05/2009

11/24/2009

04/28/2011

05/20/2011

04/28/2011

05/20/2011

04/28/2011

05/20/2011

08/24/2011

09/12/2011

09/29/2009

10/29/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and provides supervision to prevent avoidable accidents.		
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Provide housekeeping and maintenance services.	Some	1
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SILER CITY CARE AND REHABILITATION CENTER	345143	900 W DOLPHIN ST
SILER CITY CARE AND REHABILITATION CENTER	345143	900 W DOLPHIN ST
SILER CITY CARE AND REHABILITATION CENTER	345143	900 W DOLPHIN ST
SILER CITY CARE AND REHABILITATION CENTER	345143	900 W DOLPHIN ST
SILER CITY CARE AND REHABILITATION CENTER	345143	900 W DOLPHIN ST
SILER CITY CARE AND REHABILITATION CENTER	345143	900 W DOLPHIN ST
SILVER STREAM HEALTH AND REHABILITATION CENTER	345537	2305 SILVER STREAM LANE
SILVER STREAM HEALTH AND REHABILITATION CENTER	345537	2305 SILVER STREAM LANE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SILER CITY	NC	27344	9196633431
SILER CITY	NC	27344	9196633431
SILER CITY	NC	27344	9196633431
SILER CITY	NC	27344	9196633431
SILER CITY	NC	27344	9196633431
SILER CITY	NC	27344	9196633431
WILMINGTON	NC	28401	9103623621
WILMINGTON	NC	28401	9103623621

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/16/2009

08/12/2009

08/04/2011

08/26/2011

08/04/2011

08/26/2011

08/04/2011

08/26/2011

08/04/2011

08/26/2011

08/04/2011

08/26/2011

10/14/2009

11/09/2009

12/09/2010

12/31/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide housekeeping and maintenance services.	Few	2
Protect each resident from all abuse, physical punishment, and being separated from others.	Few	4
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	4
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	4
Assess the resident when the resident enters the nursing home, in a timely manner.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to	Some	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CENTER

LANE

SKYLAND CARE CENTER

345400

193 ASHEVILLE HWY

SMITHFIELD MANOR INC

345175

PO BOX 1940

SOUTH VILLAGE

345137

2221 RALEIGH ROAD

SOUTH VILLAGE

345137

2221 RALEIGH ROAD

SOUTH VILLAGE

345137

2221 RALEIGH ROAD

SOUTH VILLAGE

345137

2221 RALEIGH ROAD

SOUTH VILLAGE

345137

2221 RALEIGH ROAD

SOUTH VILLAGE

345137

2221 RALEIGH ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SYLVA	NC	28779	8285868935
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SMITHFIELD	NC	27577	9199343171
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ROCKY MOUNT	NC	27803	2524424156
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ROCKY MOUNT	NC	27803	2524424156
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ROCKY MOUNT	NC	27803	2524424156
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ROCKY MOUNT	NC	27803	2524424156
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ROCKY MOUNT	NC	27803	2524424156
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ROCKY MOUNT	NC	27803	2524424156
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/09/2011

08/15/2011

08/04/2011

09/01/2011

09/15/2010

10/01/2010

10/28/2010

12/11/2010

12/11/2010

12/30/2010

12/11/2010

01/04/2011

12/11/2010

01/04/2011

12/11/2010

01/04/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

(wrong drug, wrong dose, wrong time) to less than 5%.

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Some	4
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
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Try to resolve each resident's complaints quickly.	Many	1
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Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few	2
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Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
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Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SOUTH VILLAGE	345137	2221 RALEIGH ROAD
SOUTH VILLAGE	345137	2221 RALEIGH ROAD
SOUTH VILLAGE	345137	2221 RALEIGH ROAD
SOUTH VILLAGE	345137	2221 RALEIGH ROAD
SOUTH VILLAGE	345137	2221 RALEIGH ROAD
SOUTH VILLAGE	345137	2221 RALEIGH ROAD
SOUTH VILLAGE	345137	2221 RALEIGH ROAD
SOUTH VILLAGE	345137	2221 RALEIGH ROAD
SOUTH VILLAGE	345137	2221 RALEIGH ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROCKY MOUNT	NC	27803	2524424156
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ROCKY MOUNT	NC	27803	2524424156
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ROCKY MOUNT	NC	27803	2524424156
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ROCKY MOUNT	NC	27803	2524424156
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ROCKY MOUNT	NC	27803	2524424156
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ROCKY MOUNT	NC	27803	2524424156
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ROCKY MOUNT	NC	27803	2524424156
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ROCKY MOUNT	NC	27803	2524424156
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/11/2010	01/04/2011
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12/11/2010	01/04/2011
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12/11/2010	01/04/2011
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12/11/2010	01/04/2011
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12/11/2010	01/04/2011
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11/22/2011	12/12/2011
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11/22/2011	12/12/2011
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11/22/2011	12/12/2011
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

and respect of individuality.		
Reasonably accommodate the needs and preferences of each resident.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Some	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Some	2
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Have a program that investigates,	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SOUTH VILLAGE	345137	2221 RALEIGH ROAD
STANLEY TOTAL LIVING CENTER	345264	514 OLD MOUNT HOLLY ROAD
STANLEY TOTAL LIVING CENTER	345264	514 OLD MOUNT HOLLY ROAD
STANLEY TOTAL LIVING CENTER	345264	514 OLD MOUNT HOLLY ROAD
ST JOSEPH OF THE PINES HEALTH	345044	103 GOSSMAN DRIVE
ST JOSEPH OF THE PINES HEALTH	345044	103 GOSSMAN DRIVE
STONECREEK HEALTH AND REHABILITATION	345204	455 VICTORIA ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROCKY MOUNT	NC	27803	2524424156
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STANLEY	NC	28164	7042631986
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STANLEY	NC	28164	7042631986
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STANLEY	NC	28164	7042631986
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SOUTHERN PINES	NC	28387	9102461000
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SOUTHERN PINES	NC	28387	9102461000
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ASHEVILLE	NC	28801	8282520099
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/19/2012

05/17/2012

10/05/2009

10/06/2009

10/05/2009

10/06/2009

05/21/2012

06/18/2012

11/12/2009

11/23/2009

11/12/2009

11/30/2009

04/13/2011

05/05/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

controls and keeps infection from spreading.		
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Review or revise the resident's care plan after any major change in a resident's physical or mental health.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

STONECREEK HEALTH AND REHABILITATION	345204	455 VICTORIA ROAD
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STONECREEK HEALTH AND REHABILITATION	345204	455 VICTORIA ROAD
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STONECREEK HEALTH AND REHABILITATION	345204	455 VICTORIA ROAD
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SUNRISE REHABILITATION & CARE	345233	306 DEER PARK ROAD
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SUNRISE REHABILITATION & CARE	345233	306 DEER PARK ROAD
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SUNRISE REHABILITATION & CARE	345233	306 DEER PARK ROAD
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SUNRISE REHABILITATION & CARE	345233	306 DEER PARK ROAD
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SUNRISE REHABILITATION & CARE	345233	306 DEER PARK ROAD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ASHEVILLE	NC	28801	8282520099
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ASHEVILLE	NC	28801	8282520099
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ASHEVILLE	NC	28801	8282520099
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NEBO	NC	28761	8286523032
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NEBO	NC	28761	8286523032
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NEBO	NC	28761	8286523032
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NEBO	NC	28761	8286523032
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NEBO	NC	28761	8286523032
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/13/2011

05/05/2011

04/13/2011

04/26/2011

04/13/2011

05/05/2011

09/24/2010

10/22/2010

09/24/2010

10/22/2010

09/24/2010

10/22/2010

04/01/2011

05/05/2011

04/01/2011

05/05/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
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Use a registered nurse at least 8 hours a day, 7 days a week.	Many	1
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Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2
--	-----	---

Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
--	-----	---

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
--	-----	---

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
---	-----	---

Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
--	-----	---

Make sure that the nursing home area is free from accident hazards and risks	Few	4
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SUNRISE REHABILITATION & CARE

345233

306 DEER PARK ROAD

SUNRISE REHABILITATION & CARE

345233

306 DEER PARK ROAD

SUNRISE REHABILITATION & CARE

345233

306 DEER PARK ROAD

TARBORO NURSING CENTER

345510

911 WESTERN
BOULEVARD

TARBORO NURSING CENTER

345510

911 WESTERN
BOULEVARD

TARBORO NURSING CENTER

345510

911 WESTERN
BOULEVARD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

NEBO	NC	28761	8286523032
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NEBO	NC	28761	8286523032
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NEBO	NC	28761	8286523032
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TARBORO	NC	27886	2528232041
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TARBORO	NC	27886	2528232041
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TARBORO	NC	27886	2528232041
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/07/2011

07/21/2011

07/20/2011

07/30/2011

10/12/2011

10/28/2011

12/01/2011

12/27/2011

12/01/2011

12/27/2011

12/01/2011

12/27/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

free from accident hazards and risks
and provides supervision to prevent
avoidable accidents.

Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
--	-----	---

1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	4
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Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for.	Few	2
--	-----	---

Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
--	-----	---

Provide necessary care and services to maintain the highest well being of each	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

		BOULEVARD
TARBORO NURSING CENTER	345510	911 WESTERN BOULEVARD
THE FOUNTAINS AT THE ALBEMARLE	345242	200 TRADE STREET
THE FOUNTAINS AT THE ALBEMARLE	345242	200 TRADE STREET
THE FOUNTAINS AT THE ALBEMARLE	345242	200 TRADE STREET
THE GRAYBRIER NURS & RETIREMENT CT	345330	116 LANE DRIVE
THE GRAYBRIER NURS & RETIREMENT CT	345330	116 LANE DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

TARBORO	NC	27886	2528232041
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TARBORO	NC	27886	2528232799
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TARBORO	NC	27886	2528232799
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TARBORO	NC	27886	2528232799
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TRINITY	NC	27370	3364318888
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TRINITY	NC	27370	3364318888
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/01/2011

12/27/2011

04/13/2011

05/10/2011

04/13/2011

05/10/2011

04/13/2011

05/10/2011

07/14/2011

08/11/2011

08/10/2012

08/24/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

maintain the highest well being of each resident .		
Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBORO	NC	27312	9195426677
PITTSBORO	NC	27312	9195426677
PITTSBORO	NC	27312	9195426677
PITTSBORO	NC	27312	9195426677
PITTSBORO	NC	27312	9195426677
PITTSBORO	NC	27312	9195426677
PITTSBORO	NC	27312	9195426677
PITTSBORO	NC	27312	9195426677

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/04/2009

07/01/2009

10/28/2009

11/14/2009

10/28/2009

11/14/2009

12/08/2010

01/03/2011

12/08/2010

01/03/2011

12/08/2010

01/03/2011

12/08/2010

01/03/2011

06/03/2011

06/27/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.		
Try to resolve each resident's complaints quickly.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Try to resolve each resident's complaints quickly.	Few	2
Make sure each resident receives an accurate assessment by a qualified health professional.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
Make sure services provided by the nursing facility meet professional	Some	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF CHATHAM	345421	72 CHATHAM BUSINESS PARK
THE LAURELS OF FOREST GLENN	345389	1101 HARTWELL STREET
THE LAURELS OF HENDERSONVILLE	345322	290 CLEAR CREEK ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBORO	NC	27312	9195426677
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PITTSBORO	NC	27312	9195426677
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PITTSBORO	NC	27312	9195426677
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PITTSBORO	NC	27312	9195426677
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PITTSBORO	NC	27312	9195426677
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PITTSBORO	NC	27312	9195426677
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GARNER	NC	27529	9197728888
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HENDERSONVILLE	NC	28792	8286926000
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/03/2011

06/27/2011

06/03/2011

06/27/2011

06/14/2011

06/27/2011

07/25/2011

08/16/2011

10/11/2011

10/27/2011

10/11/2011

10/27/2011

04/28/2011

05/06/2011

08/21/2012

09/18/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

standards of quality.		
Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Some	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Provide care for residents in a way that	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

THE LAURELS OF SALISBURY

345428

215 LASH DRIVE

THE LAURELS OF SALISBURY

345428

215 LASH DRIVE

THE LAURELS OF SUMMIT RIDGE

345438

100 RICEVILLE ROAD

THE LAURELS OF SUMMIT RIDGE

345438

100 RICEVILLE ROAD

THE LAURELS OF SUMMIT RIDGE

345438

100 RICEVILLE ROAD

THE LAURELS OF SUMMIT RIDGE

345438

100 RICEVILLE ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SALISBURY	NC	28147	7046371182
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SALISBURY	NC	28147	7046371182
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ASHEVILLE	NC	28805	8282991110
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ASHEVILLE	NC	28805	8282991110
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ASHEVILLE	NC	28805	8282991110
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ASHEVILLE	NC	28805	8282991110
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/02/2010

07/26/2010

07/02/2010

07/26/2010

12/08/2011

01/05/2012

12/08/2011

01/05/2012

12/08/2011

01/05/2012

12/08/2011

01/05/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

keeps or builds each resident's dignity and respect of individuality.		
1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	4
2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.		
Set up an ongoing quality assessment and assurance group to review quality deficiencies quarterly, and develop corrective plans of action.	Few	2
Try to resolve each resident's complaints quickly.	Few	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

THE LAURELS OF SUMMIT RIDGE	345438	100 RICEVILLE ROAD
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THE LAURELS OF SUMMIT RIDGE	345438	100 RICEVILLE ROAD
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THE OAKS	345284	901 BETHESDA RD
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THE OAKS	345284	901 BETHESDA RD
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THE OAKS	345284	901 BETHESDA RD
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THE OAKS	345284	901 BETHESDA RD
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THE OAKS	345284	901 BETHESDA RD
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THE OAKS	345284	901 BETHESDA RD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ASHEVILLE	NC	28805	8282991110
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ASHEVILLE	NC	28805	8282991110
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WINSTON SALEM	NC	27103	3367682211
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WINSTON SALEM	NC	27103	3367682211
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WINSTON SALEM	NC	27103	3367682211
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WINSTON SALEM	NC	27103	3367682211
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WINSTON SALEM	NC	27103	3367682211
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WINSTON SALEM	NC	27103	3367682211
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/08/2011

01/05/2012

12/08/2011

01/05/2012

10/22/2009

11/19/2009

06/23/2010

07/21/2010

06/23/2010

07/21/2010

06/23/2010

07/21/2010

03/31/2011

04/28/2011

03/31/2011

04/28/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Administration Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Post nurse staffing information/data on a daily basis.	Many	1
At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
Try to resolve each resident's complaints quickly.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

THE OAKS	345284	901 BETHESDA RD
THE OAKS	345284	901 BETHESDA RD
THE OAKS	345284	901 BETHESDA RD
THE OAKS	345284	901 BETHESDA RD
THE OAKS	345284	901 BETHESDA RD
THE OAKS	345284	901 BETHESDA RD
THE OAKS	345284	901 BETHESDA RD
THE OAKS	345284	901 BETHESDA RD
THE OAKS AT MAYVIEW	345009	513 EAST WHITAKER MILL ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WINSTON SALEM	NC	27103	3367682211
WINSTON SALEM	NC	27103	3367682211
WINSTON SALEM	NC	27103	3367682211
WINSTON SALEM	NC	27103	3367682211
WINSTON SALEM	NC	27103	3367682211
WINSTON SALEM	NC	27103	3367682211
WINSTON SALEM	NC	27103	3367682211
WINSTON SALEM	NC	27103	3367682211
RALEIGH	NC	27608	9198282348

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/31/2011

04/28/2011

11/02/2011

11/28/2011

11/02/2011

11/28/2011

11/02/2011

11/28/2011

11/02/2011

11/28/2011

11/02/2011

11/28/2011

06/21/2012

07/29/2012

07/17/2012

07/29/2012

09/23/2010

10/18/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program that investigates, controls and keeps infection from spreading.	Few	2
Keep each resident's personal and medical records private and confidential.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Store, cook, and serve food in a safe and clean way.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Keep each resident's personal and medical records private and confidential.	Few	2
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Few	2
Provide necessary care and services to maintain the highest well being of each	Few	3

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

		ROAD
THE OAKS AT MAYVIEW	345009	513 EAST WHITAKER MILL ROAD
THE OAKS AT SWEETEN CREEK	345477	3864 SWEETEN CREEK RD
THE OAKS AT SWEETEN CREEK	345477	3864 SWEETEN CREEK RD
THE OAKS AT SWEETEN CREEK	345477	3864 SWEETEN CREEK RD
THE OAKS AT SWEETEN CREEK	345477	3864 SWEETEN CREEK RD
THE OAKS AT SWEETEN CREEK	345477	3864 SWEETEN CREEK RD
THE OAKS AT TOWN CENTER	345515	6300 ROBERTA ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RALEIGH	NC	27608	9198282348
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ARDEN	NC	28704	8286810904
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ARDEN	NC	28704	8286810904
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ARDEN	NC	28704	8286810904
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ARDEN	NC	28704	8286810904
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ARDEN	NC	28704	8286810904
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HARRISBURG	NC	28075	7044555553
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/23/2010

10/18/2010

06/29/2009

07/27/2009

04/30/2010

05/28/2010

07/22/2010

08/19/2010

01/04/2012

01/20/2012

04/10/2012

05/04/2012

06/02/2010

06/11/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

maintain the highest well being of each resident .		
Make sure that residents are safe from serious medication errors.	Few	3
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	3
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Protect each resident from all abuse, physical punishment, and being separated from others.	Few	3
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

THE OAKS AT TOWN CENTER	345515	6300 ROBERTA ROAD
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THE OAKS OF BREVARD	345462	300 MORRIS ROAD
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THE OAKS OF BREVARD	345462	300 MORRIS ROAD
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THE OAKS OF BREVARD	345462	300 MORRIS ROAD
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THE OAKS OF BREVARD	345462	300 MORRIS ROAD
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THE OAKS OF BREVARD	345462	300 MORRIS ROAD
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THE OAKS OF BREVARD	345462	300 MORRIS ROAD
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THE OAKS OF BREVARD	345462	300 MORRIS ROAD
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THE OAKS OF BREVARD	345462	300 MORRIS ROAD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	NC	28075	7044555553
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BREVARD	NC	28712	8288774020
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BREVARD	NC	28712	8288774020
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BREVARD	NC	28712	8288774020
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BREVARD	NC	28712	8288774020
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BREVARD	NC	28712	8288774020
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BREVARD	NC	28712	8288774020
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BREVARD	NC	28712	8288774020
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BREVARD	NC	28712	8288774020
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

11/17/2011

12/15/2011

07/15/2010

07/15/2010

06/23/2011

07/21/2011

07/19/2011

08/05/2011

07/19/2011

08/05/2011

12/19/2011

01/16/2012

04/27/2012

05/25/2012

04/27/2012

05/25/2012

04/27/2012

05/25/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

standards of quality.

Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Some	1
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Ensure the activities program is directed by a qualified professional.	Many	1
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
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Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
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Listen to the resident or family groups or act on their complaints or suggestions.	Some	2
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Provide housekeeping and maintenance services.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

THE OAKS OF BREVARD	345462	300 MORRIS ROAD
THE OAKS OF BREVARD	345462	300 MORRIS ROAD
THE OAKS OF BREVARD	345462	300 MORRIS ROAD
THE OAKS OF BREVARD	345462	300 MORRIS ROAD
THE PRESBYTERIAN HOME OF HAWFIELDS	345363	2502 S NC 119
THE PRESBYTERIAN HOME OF HAWFIELDS	345363	2502 S NC 119
THE PRESBYTERIAN HOME OF HAWFIELDS	345363	2502 S NC 119
THE REHAB AND HC CTR AT VILLAGE GR	345380	1601 PURDUE DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BREVARD	NC	28712	8288774020
BREVARD	NC	28712	8288774020
BREVARD	NC	28712	8288774020
BREVARD	NC	28712	8288774020
MEBANE	NC	27302	3365784701
MEBANE	NC	27302	3365784701
MEBANE	NC	27302	3365784701
FAYETTEVILLE	NC	28304	9104865000

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/27/2012

05/25/2012

04/27/2012

05/25/2012

04/27/2012

05/25/2012

04/27/2012

05/25/2012

09/23/2009

10/21/2009

09/23/2009

10/21/2009

06/14/2012

07/12/2012

12/03/2009

12/31/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

THE REHAB AND HC CTR AT VILLAGE GR	345380	1601 PURDUE DRIVE
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THE REHAB AND HC CTR AT VILLAGE GR	345380	1601 PURDUE DRIVE
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THE ROSEWOOD HEALTH CENTER	345546	8710 CYPRESS CLUB DRIVE
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THE ROSEWOOD HEALTH CENTER	345546	8710 CYPRESS CLUB DRIVE
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THE SHANNON GRAY REHABILITATION & RECOVERY CENTER	345552	2005 SHANNON GRAY COURT
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THE SHANNON GRAY REHABILITATION & RECOVERY CENTER	345552	2005 SHANNON GRAY COURT
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THE SHANNON GRAY REHABILITATION & RECOVERY CENTER	345552	2005 SHANNON GRAY COURT
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FAYETTEVILLE	NC	28304	9104865000
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FAYETTEVILLE	NC	28304	9104865000
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RALEIGH	NC	27615	9198709007
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RALEIGH	NC	27615	9198709007
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JAMESTOWN	NC	27282	3363074729
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JAMESTOWN	NC	27282	3363074729
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JAMESTOWN	NC	27282	3363074729
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/17/2011

10/17/2011

09/17/2011

10/17/2011

01/21/2010

02/18/2010

01/21/2010

02/18/2010

02/09/2011

03/09/2011

02/09/2011

03/09/2011

02/09/2011

03/09/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	4
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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Conduct initial and periodic assessments of each resident's functional capacity.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
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Allow the resident the right to participate in the planning or revision of the	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

THREE RIVERS HEALTH AND REHAB	345404	1403 CONNER DR
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THREE RIVERS HEALTH AND REHAB	345404	1403 CONNER DR
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THREE RIVERS HEALTH AND REHAB	345404	1403 CONNER DR
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THREE RIVERS HEALTH AND REHAB	345404	1403 CONNER DR
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TOWER NURSING AND REHABILITATION CENTER	345513	3609 BOND STREET
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TOWER NURSING AND REHABILITATION CENTER	345513	3609 BOND STREET
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TOWER NURSING AND REHABILITATION CENTER	345513	3609 BOND STREET
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TOWER NURSING AND REHABILITATION CENTER	345513	3609 BOND STREET
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WINDSOR	NC	27983	2527944441
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WINDSOR	NC	27983	2527944441
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WINDSOR	NC	27983	2527944441
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WINDSOR	NC	27983	2527944441
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RALEIGH	NC	27604	9192318113
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RALEIGH	NC	27604	9192318113
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RALEIGH	NC	27604	9192318113
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RALEIGH	NC	27604	9192318113
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/30/2009

07/01/2009

06/30/2009

07/01/2009

06/30/2009

07/01/2009

03/31/2010

05/11/2010

06/10/2010

07/15/2010

06/10/2010

07/15/2010

06/10/2010

07/15/2010

06/10/2010

07/15/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident's care plan.

Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Reasonably accommodate the needs and preferences of each resident.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Some	2
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
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1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

TOWER NURSING AND REHABILITATION CENTER	345513	3609 BOND STREET
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TOWER NURSING AND REHABILITATION CENTER	345513	3609 BOND STREET
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TOWER NURSING AND REHABILITATION CENTER	345513	3609 BOND STREET
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TOWER NURSING AND REHABILITATION CENTER	345513	3609 BOND STREET
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TOWER NURSING AND REHABILITATION CENTER	345513	3609 BOND STREET
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TRANSITIONAL HEALTH SERVICES OF KANNAPOLIS	345258	1810 CONCORD LAKE RD
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TRIAD CARE AND REHABILITATION CENTER	345172	707 NORTH ELM STREET
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TRIAD CARE AND REHABILITATION CENTER	345172	707 NORTH ELM STREET
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RALEIGH	NC	27604	9192318113
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RALEIGH	NC	27604	9192318113
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RALEIGH	NC	27604	9192318113
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RALEIGH	NC	27604	9192318113
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RALEIGH	NC	27604	9192318113
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KANNAPOLIS	NC	28083	7049333781
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HIGH POINT	NC	27262	3368850141
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HIGH POINT	NC	27262	3368850141
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/10/2010

07/15/2010

06/10/2010

07/15/2010

12/08/2010

12/29/2010

12/08/2010

12/29/2010

11/18/2011

11/30/2011

07/12/2012

07/12/2012

08/06/2009

08/31/2009

07/16/2010

08/11/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

drug/medication is managed and monitored to achieve highest well being.		
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Few	2
Make sure that residents are safe from serious medication errors.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
At least once a month, have a licensed pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure that residents are safe from serious medication errors.	Few	4
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

TRIAD CARE AND REHABILITATION CENTER	345172	707 NORTH ELM STREET
TRIAD CARE AND REHABILITATION CENTER	345172	707 NORTH ELM STREET
TRIAD CARE AND REHABILITATION CENTER	345172	707 NORTH ELM STREET
TRIAD CARE AND REHABILITATION CENTER	345172	707 NORTH ELM STREET
TRINITY GLEN	345088	849 WATER WORKS ROAD
TRINITY GLEN	345088	849 WATER WORKS ROAD
TRINITY GLEN	345088	849 WATER WORKS ROAD
TRINITY GLEN	345088	849 WATER WORKS ROAD
TRINITY GLEN	345088	849 WATER WORKS ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HIGH POINT	NC	27262	3368850141
HIGH POINT	NC	27262	3368850141
HIGH POINT	NC	27262	3368850141
HIGH POINT	NC	27262	3368850141
WINSTON-SALEM	NC	27105	3365952166
WINSTON-SALEM	NC	27105	3365952166
WINSTON-SALEM	NC	27105	3365952166
WINSTON-SALEM	NC	27105	3365952166
WINSTON-SALEM	NC	27105	3365952166

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/16/2010

08/11/2010

07/16/2010

08/11/2010

07/16/2010

08/11/2010

07/16/2010

08/11/2010

05/11/2012

06/08/2012

05/11/2012

06/08/2012

05/11/2012

06/08/2012

05/11/2012

06/08/2012

05/11/2012

06/08/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

personal and oral hygiene.		
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Store, cook, and serve food in a safe and clean way.	Some	2
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Few	2
Provide housekeeping and maintenance services.	Few	2
Provide adequate and comfortable lighting levels in all areas.	Few	2
Store, cook, and serve food in a safe and clean way.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure there is a pest control program to prevent/deal with mice,	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

TWIN LAKES COMMUNITY

345235

3801 WADE COBLE DRIVE

TWO RIVERS HEALTHCARE - NEUSE CAMPUS

345357

1303 HEALTH DRIVE

TWO RIVERS HEALTHCARE - NEUSE CAMPUS

345357

1303 HEALTH DRIVE

TWO RIVERS HEALTHCARE - TRENT CAMPUS

345371

836 HOSPITAL DRIVE

TWO RIVERS HEALTHCARE - TRENT CAMPUS

345371

836 HOSPITAL DRIVE

TWO RIVERS HEALTHCARE - TRENT CAMPUS

345371

836 HOSPITAL DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BURLINGTON	NC	27215	3365381400
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NEW BERN	NC	28560	2526342560
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NEW BERN	NC	28560	2526342560
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NEW BERN	NC	28560	2526386001
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NEW BERN	NC	28560	2526386001
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NEW BERN	NC	28560	2526386001
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/08/2010

05/06/2010

11/04/2009

11/20/2009

08/17/2012

08/22/2012

02/03/2011

02/25/2011

06/29/2011

07/19/2011

02/16/2012

03/13/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

insects, or other pests.

Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

TWO RIVERS HEALTHCARE - TRENT CAMPUS	345371	836 HOSPITAL DRIVE
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TWO RIVERS HEALTHCARE - TRENT CAMPUS	345371	836 HOSPITAL DRIVE
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TWO RIVERS HEALTHCARE - TRENT CAMPUS	345371	836 HOSPITAL DRIVE
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TWO RIVERS HEALTHCARE - TRENT CAMPUS	345371	836 HOSPITAL DRIVE
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UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD
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UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD
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UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD
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UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

NEW BERN	NC	28560	2526386001
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NEW BERN	NC	28560	2526386001
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NEW BERN	NC	28560	2526386001
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NEW BERN	NC	28560	2526386001
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DURHAM	NC	27705	9194022450
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DURHAM	NC	27705	9194022450
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DURHAM	NC	27705	9194022450
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DURHAM	NC	27705	9194022450
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

02/16/2012

03/13/2012

03/13/2012

04/09/2012

03/13/2012

04/09/2012

03/13/2012

04/09/2012

08/04/2011

09/28/2011

11/02/2011

11/18/2011

11/02/2011

11/18/2011

01/07/2012

02/07/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain the highest well being of each resident .	Few	4
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Keep each resident free from physical restraints, unless needed for medical treatment.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Keep all essential equipment working safely.	Few	4
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Some	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD
UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD
UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD
UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD
UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD
UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD
UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD
UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27705	9194022450
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DURHAM	NC	27705	9194022450
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DURHAM	NC	27705	9194022450
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DURHAM	NC	27705	9194022450
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DURHAM	NC	27705	9194022450
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DURHAM	NC	27705	9194022450
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DURHAM	NC	27705	9194022450
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/07/2012

02/07/2012

01/07/2012

02/07/2012

01/07/2012

02/07/2012

01/07/2012

02/07/2012

03/08/2012

03/28/2012

03/08/2012

03/08/2012

04/19/2012

05/17/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	4
Encode and automate the resident's assessment data.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
1) Receive registry verification that a nurse aide has met the required training and skills that the State requires; and 2) ensure nurse aides receive the required retraining after 24 months if nursing related services were not provided for monetary compensation	Few	2
Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Some	1
Allow residents to easily view the results of the nursing home's most recent survey.	Many	1
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIHEALTH POST-ACUTE CARE - CAROLINA POINT	345551	5935 MOUNT SINAI ROAD
UNIHEALTH POST-ACUTE CARE-ELKIN	345124	560 JOHNSON RIDGE RD
UNIHEALTH POST-ACUTE CARE-HIGH POINT	345105	3830 N MAIN STREET
UNIHEALTH POST-ACUTE CARE-HIGH POINT	345105	3830 N MAIN STREET
UNIHEALTH POST-ACUTE CARE-HIGH POINT	345105	3830 N MAIN STREET
UNIHEALTH POST-ACUTE CARE-HIGH POINT	345105	3830 N MAIN STREET
UNIHEALTH POST-ACUTE CARE-HIGH POINT	345105	3830 N MAIN STREET
UNIHEALTH POST-ACUTE CARE-HIGH POINT	345105	3830 N MAIN STREET
UNIHEALTH POST-ACUTE CARE-HIGH POINT	345105	3830 N MAIN STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27705	9194022450
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ELKIN	NC	28621	3368357802
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HIGH POINT	NC	27265	3368693524
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HIGH POINT	NC	27265	3368693524
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HIGH POINT	NC	27265	3368693524
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HIGH POINT	NC	27265	3368693524
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HIGH POINT	NC	27265	3368693524
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HIGH POINT	NC	27265	3368693524
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HIGH POINT	NC	27265	3368693524
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/19/2012

05/17/2012

06/15/2010

07/15/2010

05/07/2010

06/01/2010

05/07/2010

06/01/2010

05/07/2010

06/01/2010

05/07/2010

06/01/2010

05/07/2010

06/01/2010

12/21/2010

01/13/2011

12/21/2010

01/13/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Few	2
Provide a safe, clean, comfortable and homelike environment.	Some	2
Conduct initial and periodic assessments of each resident's functional capacity.	Some	1
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Store, cook, and serve food in a safe and clean way.	Many	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	4
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIHEALTH POST-ACUTE CARE-HIGH POINT	345105	3830 N MAIN STREET
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UNIHEALTH POST-ACUTE CARE-HIGH POINT	345105	3830 N MAIN STREET
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UNIHEALTH POST-ACUTE CARE-HIGH POINT	345105	3830 N MAIN STREET
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UNIHEALTH POST-ACUTE CARE-HIGH POINT	345105	3830 N MAIN STREET
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UNIHEALTH POST-ACUTE CARE-HIGH POINT	345105	3830 N MAIN STREET
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UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
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UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
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UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HIGH POINT	NC	27265	3368693524
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HIGH POINT	NC	27265	3368693524
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HIGH POINT	NC	27265	3368693524
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HIGH POINT	NC	27265	3368693524
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HIGH POINT	NC	27265	3368693524
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DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/21/2010

01/13/2011

03/23/2012

05/10/2012

03/23/2012

05/10/2012

03/23/2012

05/10/2012

03/23/2012

05/10/2012

03/29/2010

04/23/2010

08/05/2010

09/10/2010

08/05/2010

09/10/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Employ or obtain outside professional resources providing services in the nursing home that meet professional standards.	Some	1
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Few	4
Provide a safe, clean, comfortable and homelike environment.	Some	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
Let the resident or the resident's legal representative the right to access or purchase copies of all records.	Few	2
Allow the resident the right to participate in the planning or revision of the resident's care plan.	Few	2
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea,	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/25/2010

09/10/2010

08/25/2010

09/10/2010

08/25/2010

09/10/2010

10/21/2010

11/18/2010

03/17/2011

04/18/2011

11/04/2011

12/06/2011

11/04/2011

12/06/2011

11/04/2011

12/08/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.

Provide access to a telephone for resident to use in private.	Few	2
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Reasonably accommodate the needs and preferences of each resident.	Few	2
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Provide a safe, clean, comfortable and homelike environment.	Few	2
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Have a program that investigates, controls and keeps infection from spreading.	Few	2
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Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
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UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
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UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
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UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
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UNIHEALTH POST - ACUTE CARE OF DURHAM	345061	3100 ERWIN ROAD
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UNIHEALTH POST-ACUTE CARE-RALEIGH	345538	2420 LAKE WHEELER ROAD
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UNIHEALTH POST-ACUTE CARE-RALEIGH	345538	2420 LAKE WHEELER ROAD
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UNIHEALTH POST-ACUTE CARE-RALEIGH	345538	2420 LAKE WHEELER ROAD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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DURHAM	NC	27705	9193831546
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RALEIGH	NC	27603	9197550226
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RALEIGH	NC	27603	9197550226
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RALEIGH	NC	27603	9197550226
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

11/04/2011

12/06/2011

05/04/2012

05/28/2012

05/04/2012

06/01/2012

05/04/2012

06/01/2012

05/17/2012

06/12/2012

08/06/2009

08/22/2009

08/06/2009

08/22/2009

05/27/2010

06/15/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that special or therapeutic diets are ordered by the attending doctor.	Some	2
Reasonably accommodate the needs and preferences of each resident.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Many	1
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Develop a complete care plan that meets all of a resident's needs, with	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROAD

UNIHEALTH POST-ACUTE CARE-RALEIGH

345538

2420 LAKE WHEELER
ROAD

UNIHEALTH POST-ACUTE CARE-RALEIGH

345538

2420 LAKE WHEELER
ROAD

UNIHEALTH POST-ACUTE CARE-RALEIGH

345538

2420 LAKE WHEELER
ROAD

UNIHEALTH POST-ACUTE CARE-RALEIGH

345538

2420 LAKE WHEELER
ROAD

UNIHEALTH POST-ACUTE CARE-RALEIGH

345538

2420 LAKE WHEELER
ROAD

UNIHEALTH POST-ACUTE CARE-RALEIGH

345538

2420 LAKE WHEELER
ROAD

UNIHEALTH POST-ACUTE CARE-RALEIGH

345538

2420 LAKE WHEELER
ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RALEIGH	NC	27603	9197550226
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RALEIGH	NC	27603	9197550226
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RALEIGH	NC	27603	9197550226
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RALEIGH	NC	27603	9197550226
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RALEIGH	NC	27603	9197550226
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RALEIGH	NC	27603	9197550226
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RALEIGH	NC	27603	9197550226
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

05/27/2010

06/15/2010

11/04/2010

11/27/2010

11/30/2010

12/20/2010

11/30/2010

12/20/2010

11/30/2010

12/20/2010

08/11/2011

09/21/2011

08/11/2011

09/21/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

meets all of a resident's needs, with timetables and actions that can be measured.

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.

Few	2
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	2
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Try to resolve each resident's complaints quickly.	Few	2
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Make sure services provided by the nursing facility meet professional	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ROAD

UNIHEALTH POST-ACUTE CARE-RALEIGH

345538

2420 LAKE WHEELER
ROAD

UNIHEALTH POST-ACUTE CARE-RALEIGH

345538

2420 LAKE WHEELER
ROAD

UNIVERSAL HEALTH CARE & REHAB

345183

430 BROOKWOOD AVE NE

UNIVERSAL HEALTH CARE & REHAB

345183

430 BROOKWOOD AVE NE

UNIVERSAL HEALTH CARE & REHAB

345183

430 BROOKWOOD AVE NE

UNIVERSAL HEALTH CARE & REHAB

345183

430 BROOKWOOD AVE NE

UNIVERSAL HEALTH CARE & REHAB

345183

430 BROOKWOOD AVE NE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RALEIGH	NC	27603	9197550226
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RALEIGH	NC	27603	9197550226
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CONCORD	NC	28025	7047884115
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CONCORD	NC	28025	7047884115
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CONCORD	NC	28025	7047884115
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CONCORD	NC	28025	7047884115
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CONCORD	NC	28025	7047884115
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/11/2011

09/21/2011

11/30/2011

12/28/2011

08/27/2009

09/24/2009

09/16/2010

10/08/2010

09/16/2010

10/08/2010

09/16/2010

10/08/2010

09/16/2010

10/08/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

nursing facility meet professional standards of quality.

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
---	-----	---

Allow the resident the right to participate in the planning or revision of the resident's care plan.	Few	2
--	-----	---

Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
--	-----	---

Make sure each resident has the right to have a choice over activities, their schedules and health care according to his or her interests, assessment, and plan of care.	Few	2
--	-----	---

Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide care by qualified persons according to each resident's written plan of care.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIVERSAL HEALTH CARE & REHAB	345183	430 BROOKWOOD AVE NE
UNIVERSAL HEALTH CARE & REHAB	345183	430 BROOKWOOD AVE NE
UNIVERSAL HEALTH CARE & REHAB	345183	430 BROOKWOOD AVE NE
UNIVERSAL HEALTH CARE & REHAB	345183	430 BROOKWOOD AVE NE
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CONCORD	NC	28025	7047884115
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CONCORD	NC	28025	7047884115
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CONCORD	NC	28025	7047884115
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CONCORD	NC	28025	7047884115
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BOLIVIA	NC	28422	9107555955
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BOLIVIA	NC	28422	9107555955
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BOLIVIA	NC	28422	9107555955
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BOLIVIA	NC	28422	9107555955
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BOLIVIA	NC	28422	9107555955
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/16/2010

10/08/2010

09/16/2010

10/08/2010

03/15/2011

03/31/2011

11/21/2011

12/02/2011

07/01/2010

08/12/2010

07/01/2010

08/12/2010

07/01/2010

07/25/2010

07/01/2010

07/25/2010

07/01/2010

08/12/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

of care.

Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
---	-----	---

Try to resolve each resident's complaints quickly.	Few	2
--	-----	---

Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Few	2
--	-----	---

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Some	1
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Give residents proper treatment to	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

		HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BOLIVIA	NC	28422	9107555955
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BOLIVIA	NC	28422	9107555955
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BOLIVIA	NC	28422	9107555955
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BOLIVIA	NC	28422	9107555955
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BOLIVIA	NC	28422	9107555955
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BOLIVIA	NC	28422	9107555955
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BOLIVIA	NC	28422	9107555955
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/01/2010

08/12/2010

07/01/2010

08/12/2010

07/01/2010

07/22/2010

08/12/2010

09/10/2010

08/12/2010

09/10/2010

08/12/2010

09/10/2010

12/01/2010

01/20/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

prevent new bed (pressure) sores or
heal existing bed sores.

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
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Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Some	2
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Keep signed and dated reports of x-rays and other diagnostic services.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Keep signed and dated reports of x-rays and other diagnostic services.	Some	1
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE / BRUNSWICK	345549	1070 OLD OCEAN HIGHWAY
UNIVERSAL HEALTH CARE/FLETCHER	345522	86 OLD AIRPORT ROAD
UNIVERSAL HEALTH CARE / GREENVILLE	345181	2578 WEST 5TH STREET
UNIVERSAL HEALTH CARE / GREENVILLE	345181	2578 WEST 5TH STREET
UNIVERSAL HEALTH CARE / GREENVILLE	345181	2578 WEST 5TH STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BOLIVIA	NC	28422	9107555955
BOLIVIA	NC	28422	9107555955
BOLIVIA	NC	28422	9107555955
BOLIVIA	NC	28422	9107555955
FLETCHER	NC	28732	8286549060
GREENVILLE	NC	27834	2527587100
GREENVILLE	NC	27834	2527587100
GREENVILLE	NC	27834	2527587100

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/15/2010

01/20/2011

12/15/2010

01/20/2011

01/20/2011

02/14/2011

01/20/2011

02/14/2011

09/30/2009

10/28/2009

06/18/2009

07/16/2009

06/18/2009

07/16/2009

07/29/2010

09/01/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Conduct initial and periodic assessments of each resident's functional capacity.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Reasonably accommodate the needs and preferences of each resident.	Few	2
Store, cook, and serve food in a safe and clean way.	Some	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIVERSAL HEALTH CARE / GREENVILLE	345181	2578 WEST 5TH STREET
UNIVERSAL HEALTH CARE / GREENVILLE	345181	2578 WEST 5TH STREET
UNIVERSAL HEALTH CARE / GREENVILLE	345181	2578 WEST 5TH STREET
UNIVERSAL HEALTH CARE / GREENVILLE	345181	2578 WEST 5TH STREET
UNIVERSAL HEALTH CARE / GREENVILLE	345181	2578 WEST 5TH STREET
UNIVERSAL HEALTH CARE/KING	345449	115 WHITE ROAD
UNIVERSAL HEALTH CARE/KING	345449	115 WHITE ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENVILLE	NC	27834	2527587100
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GREENVILLE	NC	27834	2527587100
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GREENVILLE	NC	27834	2527587100
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GREENVILLE	NC	27834	2527587100
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GREENVILLE	NC	27834	2527587100
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KING	NC	27021	3369836505
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KING	NC	27021	3369836505
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/29/2010

09/01/2010

10/27/2010

11/24/2010

10/27/2010

11/24/2010

07/20/2011

07/23/2011

07/20/2011

07/23/2011

09/26/2009

10/15/2009

09/26/2009

10/15/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program that investigates, controls and keeps infection from spreading.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	3
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIVERSAL HEALTH CARE/KING	345449	115 WHITE ROAD
UNIVERSAL HEALTH CARE/KING	345449	115 WHITE ROAD
UNIVERSAL HEALTH CARE/KING	345449	115 WHITE ROAD
UNIVERSAL HEALTH CARE/KING	345449	115 WHITE ROAD
UNIVERSAL HEALTH CARE/KING	345449	115 WHITE ROAD
UNIVERSAL HEALTH CARE/KING	345449	115 WHITE ROAD
UNIVERSAL HEALTH CARE LILLINGTON	345213	1995 EAST CORNELIUS HARNETT BOULEVARD
UNIVERSAL HEALTH CARE LILLINGTON	345213	1995 EAST CORNELIUS HARNETT BOULEVARD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KING	NC	27021	3369836505
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KING	NC	27021	3369836505
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KING	NC	27021	3369836505
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KING	NC	27021	3369836505
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KING	NC	27021	3369836505
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KING	NC	27021	3369836505
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

09/26/2009

10/15/2009

11/05/2010

12/03/2010

11/05/2010

12/03/2010

11/05/2010

12/03/2010

11/05/2010

12/03/2010

11/05/2010

12/03/2010

11/05/2009

12/11/2009

12/11/2009

12/30/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Administration Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

drug/medication is managed and monitored to achieve highest well being.		
Give or get quality lab services/tests in a timely manner to meet the needs of residents.	Few	4
Provide a safe, clean, comfortable and homelike environment.	Some	2
Provide housekeeping and maintenance services.	Some	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Some	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

10/22/2010

12/06/2010

10/22/2010

12/06/2010

10/22/2010

12/06/2010

10/22/2010

12/06/2010

10/22/2010

12/06/2010

10/22/2010

12/06/2010

10/22/2010

12/06/2010

10/22/2010

12/06/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for.	Some	1
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	4
Send and promptly deliver unopened mail to residents.	Some	1
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Some	2
Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
Conduct initial and periodic assessments of each resident's functional capacity.	Few	2
Make sure each resident receives an accurate assessment by a qualified health professional.	Some	1
Develop a complete care plan that meets all of a resident's needs, with	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

10/22/2010

12/23/2010

10/22/2010

12/06/2010

10/22/2010

12/06/2010

10/22/2010

12/06/2010

10/22/2010

12/06/2010

10/22/2010

12/06/2010

10/22/2010

12/06/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

meets all of a resident's needs, with timetables and actions that can be measured.

Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Make sure that residents receive proper treatment and assistive devices to maintain their vision and hearing.	Few	2
---	-----	---

Evaluate a residents decrease in social interaction and increase in depressive behaviors, and if the behavior was avoidable if these problems did not exist before.	Few	4
---	-----	---

Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few	2
---	-----	---

1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
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Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Few	2
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At least once a month, have a licensed pharmacist review each resident's	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

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1995 EAST CORNELIUS
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UNIVERSAL HEALTH CARE LILLINGTON

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1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

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1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

UNIVERSAL HEALTH CARE LILLINGTON

345213

1995 EAST CORNELIUS
HARNETT BOULEVARD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

10/22/2010

12/06/2010

12/06/2010

12/23/2010

12/06/2010

12/23/2010

02/26/2011

03/11/2011

02/26/2011

03/11/2011

02/26/2011

03/11/2011

09/29/2011

10/21/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

pharmacist review each resident's medication(s) and report any irregularities to the attending doctor.

Have a program that investigates, controls and keeps infection from spreading.	Some	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	3
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIVERSAL HEALTH CARE LILLINGTON	345213	1995 EAST CORNELIUS HARNETT BOULEVARD
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UNIVERSAL HEALTH CARE LILLINGTON	345213	1995 EAST CORNELIUS HARNETT BOULEVARD
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UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
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UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
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UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
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UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
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UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

LILLINGTON	NC	27546	9108935141
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LILLINGTON	NC	27546	9108935141
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NASHVILLE	NC	27856	2524593014
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NASHVILLE	NC	27856	2524593014
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NASHVILLE	NC	27856	2524593014
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NASHVILLE	NC	27856	2524593014
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NASHVILLE	NC	27856	2524593014
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/14/2012

04/03/2012

05/22/2012

06/21/2012

10/13/2009

10/28/2009

01/14/2010

03/16/2010

08/10/2010

08/27/2010

08/10/2010

08/27/2010

08/10/2010

08/27/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Assessment Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

licensed pharmacist.

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be	Few	3
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
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UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
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UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
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UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
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UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
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UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
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UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

NASHVILLE	NC	27856	2524593014
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NASHVILLE	NC	27856	2524593014
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NASHVILLE	NC	27856	2524593014
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NASHVILLE	NC	27856	2524593014
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NASHVILLE	NC	27856	2524593014
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NASHVILLE	NC	27856	2524593014
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NASHVILLE	NC	27856	2524593014
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/10/2010

08/27/2010

08/10/2010

08/27/2010

08/10/2010

08/27/2010

08/10/2010

08/27/2010

08/10/2010

08/27/2010

08/10/2010

08/27/2010

08/10/2010

08/27/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

measured.

Allow the resident the right to participate in the planning or revision of the resident's care plan.	Few	3
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	3
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Some	3
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Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Few	3
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Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few	3
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
UNIVERSAL HEALTH CARE/NASHVILLE	345374	1022 EASTERN AVENUE
UNIVERSAL HEALTH CARE/NORTH RALEIGH	345529	5201 CLARKS FORK DRIVE
UNIVERSAL HEALTH CARE/NORTH RALEIGH	345529	5201 CLARKS FORK DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

NASHVILLE	NC	27856	2524593014
NASHVILLE	NC	27856	2524593014
NASHVILLE	NC	27856	2524593014
NASHVILLE	NC	27856	2524593014
NASHVILLE	NC	27856	2524593014
NASHVILLE	NC	27856	2524593014
NASHVILLE	NC	27856	2524593014
RALEIGH	NC	27616	9198727033
RALEIGH	NC	27616	9198727033

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

08/10/2010

08/27/2010

03/11/2011

05/12/2011

04/07/2011

05/12/2011

04/07/2011

05/12/2011

10/12/2011

11/10/2011

10/12/2011

11/10/2011

10/12/2011

11/10/2011

04/21/2010

05/14/2010

04/21/2010

05/14/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident enough fluids to keep them healthy and prevent dehydration.	Few	3
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Keep each resident's personal and medical records private and confidential.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Provide housekeeping and maintenance services.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Some	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIVERSAL HEALTH CARE/NORTH RALEIGH	345529	5201 CLARKS FORK DRIVE
UNIVERSAL HEALTH CARE/NORTH RALEIGH	345529	5201 CLARKS FORK DRIVE
UNIVERSAL HEALTH CARE / OXFORD	345291	500 PROSPECT AVENUE
UNIVERSAL HEALTH CARE / OXFORD	345291	500 PROSPECT AVENUE
UNIVERSAL HEALTH CARE / OXFORD	345291	500 PROSPECT AVENUE
UNIVERSAL HEALTH CARE / OXFORD	345291	500 PROSPECT AVENUE
UNIVERSAL HEALTH CARE / OXFORD	345291	500 PROSPECT AVENUE
UNIVERSITY PLACE NURSING AND REHABILITATION CENTER	345142	9200 GLENWATER DRIVE
UNIVERSITY PLACE NURSING AND REHABILITATION	345142	9200 GLENWATER DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RALEIGH	NC	27616	9198727033
RALEIGH	NC	27616	9198727033
OXFORD	NC	27565	9196931531
OXFORD	NC	27565	9196931531
OXFORD	NC	27565	9196931531
OXFORD	NC	27565	9196931531
OXFORD	NC	27565	9196931531
CHARLOTTE	NC	28262	7045490807
CHARLOTTE	NC	28262	7045490807

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/10/2011

03/21/2011

03/28/2012

04/09/2012

06/26/2009

07/21/2009

08/04/2010

08/26/2010

08/04/2010

08/26/2010

12/09/2010

01/06/2011

02/02/2012

02/27/2012

08/25/2009

09/17/2009

06/10/2010

07/15/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident .		
Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Some	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Listen to the resident or family groups or act on their complaints or suggestions.	Some	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Develop a post-discharge plan with the resident and family for the resident's care after leaving the nursing home.	Few	3
Make sure services provided by the	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CENTER

UNIVERSITY PLACE NURSING AND REHABILITATION CENTER	345142	9200 GLENWATER DRIVE
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UNIVERSITY PLACE NURSING AND REHABILITATION CENTER	345142	9200 GLENWATER DRIVE
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UNIVERSITY PLACE NURSING AND REHABILITATION CENTER	345142	9200 GLENWATER DRIVE
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UNIVERSITY PLACE NURSING AND REHABILITATION CENTER	345142	9200 GLENWATER DRIVE
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UNIVERSITY PLACE NURSING AND REHABILITATION CENTER	345142	9200 GLENWATER DRIVE
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UNIVERSITY PLACE NURSING AND REHABILITATION CENTER	345142	9200 GLENWATER DRIVE
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VALLEY NURSING CENTER	345247	581 NC HWY 16 SOUTH
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CHARLOTTE	NC	28262	7045490807
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CHARLOTTE	NC	28262	7045490807
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CHARLOTTE	NC	28262	7045490807
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CHARLOTTE	NC	28262	7045490807
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CHARLOTTE	NC	28262	7045490807
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CHARLOTTE	NC	28262	7045490807
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TAYLORSVILLE	NC	28681	8286328146
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/10/2010

07/15/2010

10/04/2010

09/30/2010

12/23/2010

01/11/2011

02/02/2012

02/22/2012

02/02/2012

02/22/2012

02/02/2012

02/22/2012

08/28/2009

09/24/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

nursing facility meet professional standards of quality.

Make sure that residents are safe from serious medication errors.	Few	4
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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Make sure each resident receives an accurate assessment by a qualified health professional.	Some	1
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

VALLEY VIEW CARE & REHAB CENTER	345426	551 KENT STREET
VALLEY VIEW CARE & REHAB CENTER	345426	551 KENT STREET
VALLEY VIEW CARE & REHAB CENTER	345426	551 KENT STREET
VALLEY VIEW CARE & REHAB CENTER	345426	551 KENT STREET
WALNUT COVE HEALTH AND REHABILITATION CENTER	345089	511 WINDMILL ST
WALNUT COVE HEALTH AND REHABILITATION CENTER	345089	511 WINDMILL ST
WALNUT COVE HEALTH AND REHABILITATION CENTER	345089	511 WINDMILL ST
WALNUT COVE HEALTH AND REHABILITATION CENTER	345089	511 WINDMILL ST

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ANDREWS	NC	28901	8283213075
ANDREWS	NC	28901	8283213075
ANDREWS	NC	28901	8283213075
ANDREWS	NC	28901	8283213075
WALNUT COVE	NC	27052	3365914353
WALNUT COVE	NC	27052	3365914353
WALNUT COVE	NC	27052	3365914353
WALNUT COVE	NC	27052	3365914353

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/01/2010

02/15/2011

12/01/2010

01/19/2011

12/01/2010

01/19/2011

01/19/2011

02/15/2011

03/10/2010

04/07/2010

03/10/2010

04/07/2010

06/09/2011

06/24/2011

06/09/2011

06/24/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Notify the resident or provide reasons for a transfer or discharge.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WALNUT COVE HEALTH AND REHABILITATION CENTER	345089	511 WINDMILL ST
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WALNUT COVE HEALTH AND REHABILITATION CENTER	345089	511 WINDMILL ST
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WARREN HILLS A PERSONAL CARE	345240	864 US HWY 158 BUSINESS WEST
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WARREN HILLS A PERSONAL CARE	345240	864 US HWY 158 BUSINESS WEST
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WARREN HILLS A PERSONAL CARE	345240	864 US HWY 158 BUSINESS WEST
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WARREN HILLS A PERSONAL CARE	345240	864 US HWY 158 BUSINESS WEST
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WARREN HILLS A PERSONAL CARE	345240	864 US HWY 158 BUSINESS WEST
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WARREN HILLS A PERSONAL CARE	345240	864 US HWY 158 BUSINESS WEST
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WALNUT COVE	NC	27052	3365914353
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WALNUT COVE	NC	27052	3365914353
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WARRENTON	NC	27589	2522572011
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WARRENTON	NC	27589	2522572011
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WARRENTON	NC	27589	2522572011
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WARRENTON	NC	27589	2522572011
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WARRENTON	NC	27589	2522572011
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WARRENTON	NC	27589	2522572011
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/20/2011

08/16/2011

11/22/2011

12/15/2011

11/25/2009

11/27/2009

11/25/2009

11/27/2009

06/24/2010

07/22/2010

06/24/2010

07/22/2010

06/24/2010

07/22/2010

06/24/2010

07/22/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

every day and in emergencies, by a
licensed pharmacist.

Conduct initial and periodic assessments of each resident's functional capacity.	Some	1
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
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Make sure each resident receives an accurate assessment by a qualified health professional.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Some	2
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Reasonably accommodate the needs and preferences of each resident.	Some	2
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Provide housekeeping and maintenance services.	Some	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WARREN HILLS A PERSONAL CARE	345240	864 US HWY 158
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BUSINESS WEST

WARREN HILLS A PERSONAL CARE	345240
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864 US HWY 158

BUSINESS WEST

WARREN HILLS A PERSONAL CARE	345240	864 US HWY 158
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BUSINESS WEST

WARREN HILLS A PERSONAL CARE	345240	864 US HWY 158
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BUSINESS WEST

WARREN HILLS A PERSONAL CARE	345240	864 US HWY 158
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BUSINESS WEST

WARSAW HEALTH & REHABILITATION CENTER	345252	214 LANEFIELD RD
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WARSAW HEALTH & REHABILITATION CENTER	345252	214 LANEFIELD RD
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WARSAW HEALTH & REHABILITATION CENTER	345252	214 LANEFIELD RD
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WARRENTON	NC	27589	2522572011
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WARRENTON	NC	27589	2522572011
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WARRENTON	NC	27589	2522572011
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WARRENTON	NC	27589	2522572011
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WARRENTON	NC	27589	2522572011
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WARSAW	NC	28398	9102933144
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WARSAW	NC	28398	9102933144
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WARSAW	NC	28398	9102933144
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/27/2011

03/22/2011

01/27/2011

03/22/2011

03/22/2011

04/04/2011

03/22/2011

04/04/2011

03/22/2011

04/04/2011

03/21/2012

04/06/2012

03/21/2012

04/06/2012

03/21/2012

04/06/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Few	2
Make sure each resident receives an accurate assessment by a qualified health professional.	Few	2
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Keep each resident's personal and medical records private and confidential.	Few	2
Give notice to the resident before a room or roommate change.	Few	2
Provide adequate and comfortable lighting levels in all areas.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WARSAW HEALTH & REHABILITATION CENTER	345252	214 LANEFIELD RD
WELLINGTON REHABILITATION AND HEALTHCARE	345436	1000 TANDALL PLACE
WELLINGTON REHABILITATION AND HEALTHCARE	345436	1000 TANDALL PLACE
WELLINGTON REHABILITATION AND HEALTHCARE	345436	1000 TANDALL PLACE
WELLINGTON REHABILITATION AND HEALTHCARE	345436	1000 TANDALL PLACE
WELLINGTON REHABILITATION AND HEALTHCARE	345436	1000 TANDALL PLACE
WELLINGTON REHABILITATION AND HEALTHCARE	345436	1000 TANDALL PLACE
WELLINGTON REHABILITATION AND HEALTHCARE	345436	1000 TANDALL PLACE
WELLINGTON REHABILITATION AND HEALTHCARE	345436	1000 TANDALL PLACE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WARSAW	NC	28398	9102933144
KNIGHTDALE	NC	27545	9192667744
KNIGHTDALE	NC	27545	9192667744
KNIGHTDALE	NC	27545	9192667744
KNIGHTDALE	NC	27545	9192667744
KNIGHTDALE	NC	27545	9192667744
KNIGHTDALE	NC	27545	9192667744
KNIGHTDALE	NC	27545	9192667744
KNIGHTDALE	NC	27545	9192667744

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/21/2012

04/06/2012

06/23/2009

07/21/2009

06/23/2009

07/21/2009

10/16/2009

11/12/2009

10/28/2010

11/25/2010

10/28/2010

11/25/2010

10/28/2010

11/25/2010

10/28/2010

11/25/2010

10/28/2010

11/25/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Assessment Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program that investigates, controls and keeps infection from spreading.	Few	2
Provide housekeeping and maintenance services.	Some	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
Keep each resident's personal and medical records private and confidential.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Make sure that doctors visit residents regularly, as required.	Some	2
Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WELLINGTON REHABILITATION AND HEALTHCARE	345436	1000 TANDALL PLACE
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WELLINGTON REHABILITATION AND HEALTHCARE	345436	1000 TANDALL PLACE
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WESLEY PINES RETIREMENT COMM	345180	1000 WESLEY PINES RD
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WESLEY PINES RETIREMENT COMM	345180	1000 WESLEY PINES RD
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WESTERN NORTH CAROLINA BAPTIST HOME	345432	213 RICHMOND HILL DRIVE
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WESTERN NORTH CAROLINA BAPTIST HOME	345432	213 RICHMOND HILL DRIVE
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WESTERN NORTH CAROLINA BAPTIST HOME	345432	213 RICHMOND HILL DRIVE
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

KNIGHTDALE	NC	27545	9192667744
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KNIGHTDALE	NC	27545	9192667744
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LUMBERTON	NC	28358	9107389691
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LUMBERTON	NC	28358	9107389691
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ASHEVILLE	NC	28806	8282549675
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ASHEVILLE	NC	28806	8282549675
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ASHEVILLE	NC	28806	8282549675
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

05/25/2011

07/26/2011

09/23/2011

10/20/2011

11/05/2009

12/03/2009

06/29/2011

06/23/2011

10/07/2009

10/23/2009

12/17/2009

01/14/2010

12/17/2009

01/14/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

professional standards.		
1) Make sure that each resident's drug regimen is free from unnecessary drugs;	Few	2
2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.		
Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
Store, cook, and serve food in a safe and clean way.	Some	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
Give each resident a notice of rights, rules, services and charges. Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for.	Few	2
Reasonably accommodate the needs and preferences of each resident.	Few	2
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WESTWOOD HEALTH AND REHABILITA	345450	625 ASHLAND STREET
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WESTWOOD HEALTH AND REHABILITA	345450	625 ASHLAND STREET
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WHISPERING PINES NURSING & REHAB CENTER	345348	523 COUNTRY CLUB DR
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WHISPERING PINES NURSING & REHAB CENTER	345348	523 COUNTRY CLUB DR
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WHISPERING PINES NURSING & REHAB CENTER	345348	523 COUNTRY CLUB DR
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WHISPERING PINES NURSING & REHAB CENTER	345348	523 COUNTRY CLUB DR
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WHISPERING PINES NURSING & REHAB CENTER	345348	523 COUNTRY CLUB DR
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ARCHDALE	NC	27263	3364342902
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ARCHDALE	NC	27263	3364342902
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FAYETTEVILLE	NC	28301	9104880711
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FAYETTEVILLE	NC	28301	9104880711
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FAYETTEVILLE	NC	28301	9104880711
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FAYETTEVILLE	NC	28301	9104880711
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FAYETTEVILLE	NC	28301	9104880711
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/04/2011

04/18/2011

03/04/2011

04/18/2011

10/06/2010

11/22/2010

10/06/2010

11/22/2010

06/08/2011

07/08/2011

06/08/2011

07/08/2011

06/14/2011

07/08/2011

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Assessment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

receive proper services to prevent urinary tract infections and restore normal bladder function.

Allow the resident the right to participate in the planning or revision of the resident's care plan. Few 2

Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so. Some 2

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene. Few 2

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. Few 2

Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident. Few 2

1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being. Few 2

Immediately tell the resident, the resident's doctor and a family member Few 2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WHISPERING PINES NURSING & REHAB CENTER	345348	523 COUNTRY CLUB DR
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WHISPERING PINES NURSING & REHAB CENTER	345348	523 COUNTRY CLUB DR
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WHISPERING PINES NURSING & REHAB CENTER	345348	523 COUNTRY CLUB DR
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WHISPERING PINES NURSING & REHAB CENTER	345348	523 COUNTRY CLUB DR
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WHISPERING PINES NURSING & REHAB CENTER	345348	523 COUNTRY CLUB DR
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WHITE OAK MANOR - BURLINGTON	345301	323 BALDWIN ROAD PO BOX 3427
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WHITE OAK MANOR - BURLINGTON	345301	323 BALDWIN ROAD PO BOX 3427
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WHITE OAK MANOR - BURLINGTON	345301	323 BALDWIN ROAD PO BOX 3427
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

FAYETTEVILLE	NC	28301	9104880711
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FAYETTEVILLE	NC	28301	9104880711
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FAYETTEVILLE	NC	28301	9104880711
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FAYETTEVILLE	NC	28301	9104880711
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FAYETTEVILLE	NC	28301	9104880711
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BURLINGTON	NC	27217	3362295571
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BURLINGTON	NC	27217	3362295571
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BURLINGTON	NC	27217	3362295571
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/14/2011

07/08/2011

08/03/2011

08/17/2011

08/03/2011

08/17/2011

08/17/2011

08/31/2011

06/13/2012

07/05/2012

02/01/2011

02/21/2011

02/23/2012

03/22/2012

02/23/2012

03/22/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident's doctor and a family member
of the resident of situations
(injury/decline/room, etc.) that affect the
resident.

Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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Provide enough notice before discharging or transferring a resident.	Few	2
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Establish and follow a written policy that permits a resident to return to the nursing home after hospitalization.	Few	2
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Keep each resident's personal and medical records private and confidential.	Few	2
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Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
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Provide housekeeping and maintenance services.	Few	2
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WHITE OAK MANOR - BURLINGTON

345301

323 BALDWIN ROAD PO
BOX 3427

WHITE OAK MANOR - CHARLOTTE

345238

4009 CRAIG AVENUE BOX
220130

WHITE OAK MANOR - CHARLOTTE

345238

4009 CRAIG AVENUE BOX
220130

WHITE OAK MANOR - CHARLOTTE

345238

4009 CRAIG AVENUE BOX
220130

WHITE OAK MANOR - KINGS MOUNTAIN

345151

716 SIPES ST BOX 578

WHITE OAK MANOR - KINGS MOUNTAIN

345151

716 SIPES ST BOX 578

WHITE OAK MANOR - SHELBY

345171

401 N MORGAN ST BOX
790

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

BURLINGTON	NC	27217	3362295571
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CHARLOTTE	NC	28211	7043652620
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CHARLOTTE	NC	28211	7043652620
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CHARLOTTE	NC	28211	7043652620
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KINGS MOUNTAIN	NC	28086	7047398132
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KINGS MOUNTAIN	NC	28086	7047398132
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SHELBY	NC	28150	7044827326
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

02/23/2012

03/22/2012

06/02/2009

06/30/2009

06/02/2009

06/30/2009

06/02/2009

06/30/2009

10/29/2009

11/13/2009

02/10/2011

03/10/2011

10/21/2009

11/18/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

1) Provide 3 meals at regular times; 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day.	Few	2
1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few	2
Provide care by qualified persons according to each resident's written plan of care.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WHITE OAK MANOR - SHELBY	345171	401 N MORGAN ST BOX 790
WHITE OAK MANOR - SHELBY	345171	401 N MORGAN ST BOX 790
WHITE OAK MANOR - TRYON	345127	70 OAK STREET
WILLOWBROOK REHABILITATION AND CARE CENTER	345466	333 EAST LEE STREET
WILLOWBROOK REHABILITATION AND CARE CENTER	345466	333 EAST LEE STREET
WILLOWBROOK REHABILITATION AND CARE CENTER	345466	333 EAST LEE STREET
WILLOW CREEK NURSING AND REHABILITATION CENTER	345113	2401 WAYNE MEMORIAL DRIVE
WILLOW CREEK NURSING AND REHABILITATION CENTER	345113	2401 WAYNE MEMORIAL DRIVE

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

SHELBY	NC	28150	7044827326
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SHELBY	NC	28150	7044827326
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TRYON	NC	28782	8288599161
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YADKINVILLE	NC	27055	3366798028
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YADKINVILLE	NC	27055	3366798028
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YADKINVILLE	NC	27055	3366798028
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GOLDSBORO	NC	27534	9197362121
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GOLDSBORO	NC	27534	9197362121
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

03/02/2011

03/21/2011

03/14/2012

04/04/2012

07/29/2010

08/26/2010

06/11/2010

07/09/2010

06/11/2010

07/09/2010

06/11/2010

07/09/2010

12/10/2009

01/07/2010

10/28/2010

11/25/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

avoidable accidents.		
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Have a program that investigates, controls and keeps infection from spreading.	Some	2
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Have a program that investigates, controls and keeps infection from	Some	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WILLOW CREEK NURSING AND REHABILITATION CENTER	345113	2401 WAYNE MEMORIAL DRIVE
WILLOW CREEK NURSING AND REHABILITATION CENTER	345113	2401 WAYNE MEMORIAL DRIVE
WILLOW CREEK NURSING AND REHABILITATION CENTER	345113	2401 WAYNE MEMORIAL DRIVE
WILLOW CREEK NURSING AND REHABILITATION CENTER	345113	2401 WAYNE MEMORIAL DRIVE
WILLOW RIDGE OF NC LLC	345197	237 TRYON ROAD
WILLOW RIDGE OF NC LLC	345197	237 TRYON ROAD
WILLOW RIDGE OF NC LLC	345197	237 TRYON ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

GOLDSBORO	NC	27534	9197362121
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GOLDSBORO	NC	27534	9197362121
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GOLDSBORO	NC	27534	9197362121
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GOLDSBORO	NC	27534	9197362121
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RUTHERFORDTON	NC	28139	8282867200
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RUTHERFORDTON	NC	28139	8282867200
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RUTHERFORDTON	NC	28139	8282867200
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

02/02/2012

02/28/2012

03/15/2012

05/10/2012

03/15/2012

05/10/2012

05/10/2012

06/07/2012

10/01/2009

11/15/2009

12/10/2009

01/10/2010

12/10/2009

01/10/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

spreading.		
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	3
Provide necessary care and services to maintain the highest well being of each resident .	Few	3
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Provide medically-related social services to help each resident achieve the highest possible quality of life.	Few	2
Make sure that the nursing home area is	Few	4

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WILLOW RIDGE OF NC LLC

345197

237 TRYON ROAD

WILLOW RIDGE OF NC LLC

345197

237 TRYON ROAD

WILLOW RIDGE OF NC LLC

345197

237 TRYON ROAD

WILLOW RIDGE OF NC LLC

345197

237 TRYON ROAD

WILLOW RIDGE OF NC LLC

345197

237 TRYON ROAD

WILLOW RIDGE OF NC LLC

345197

237 TRYON ROAD

WILLOW RIDGE OF NC LLC

345197

237 TRYON ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RUTHERFORDTON	NC	28139	8282867200
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RUTHERFORDTON	NC	28139	8282867200
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RUTHERFORDTON	NC	28139	8282867200
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RUTHERFORDTON	NC	28139	8282867200
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RUTHERFORDTON	NC	28139	8282867200
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RUTHERFORDTON	NC	28139	8282867200
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RUTHERFORDTON	NC	28139	8282867200
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

04/15/2010

05/13/2010

04/15/2010

05/13/2010

08/25/2010

09/22/2010

10/19/2011

11/14/2011

02/10/2012

03/02/2012

02/10/2012

03/02/2012

02/10/2012

03/02/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Administration Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

free from accident hazards and risks
and provides supervision to prevent
avoidable accidents.

Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
---	-----	---

Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Protect each resident from all abuse, physical punishment, and being separated from others.	Few	4
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Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	4
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Be administered in an acceptable way that maintains the well-being of each resident .	Few	4
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WILLOW RIDGE OF NC LLC

345197

237 TRYON ROAD

WILMED NURSING CARE CENTER

345423

1705 SOUTH TARBORO
STREET

WILMINGTON HEALTH AND REHABILITATION CENTER

345236

820 WELLINGTON AVE

WILMINGTON HEALTH AND REHABILITATION CENTER

345236

820 WELLINGTON AVE

WILMINGTON HEALTH AND REHABILITATION CENTER

345236

820 WELLINGTON AVE

WILORA LAKE HEALTHCARE CENTER

345473

6001 WILORA LAKE ROAD

WILORA LAKE HEALTHCARE CENTER

345473

6001 WILORA LAKE ROAD

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

RUTHERFORDTON	NC	28139	8282867200
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WILSON	NC	27893	2523998998
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WILMINGTON	NC	28401	9103430425
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WILMINGTON	NC	28401	9103430425
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WILMINGTON	NC	28401	9103430425
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CHARLOTTE	NC	28212	7045632922
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CHARLOTTE	NC	28212	7045632922
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/30/2012

06/30/2012

06/27/2012

07/11/2012

03/06/2010

03/17/2010

03/06/2010

03/17/2010

03/06/2010

03/17/2010

03/24/2010

04/21/2010

10/21/2010

11/18/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident .

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	4
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal bladder function.	Few	2
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Protect each resident from all abuse, physical punishment, and being separated from others.	Some	4
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Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Some	4
---	------	---

Be administered in an acceptable way that maintains the well-being of each resident .	Some	4
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Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
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Provide necessary care and services to maintain the highest well being of each resident .	Few	2
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WILORA LAKE HEALTHCARE CENTER	345473	6001 WILORA LAKE ROAD
WILSON PINES NURSING AND REHABILITATION CENTER	345372	403 CRESTVIEW AVENUE
WILSON PINES NURSING AND REHABILITATION CENTER	345372	403 CRESTVIEW AVENUE
WILSON PINES NURSING AND REHABILITATION CENTER	345372	403 CRESTVIEW AVENUE
WINDSOR POINT CONTINUING CARE	345500	1221 BROAD STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CHARLOTTE	NC	28212	7045632922
WILSON	NC	27893	2522370724
WILSON	NC	27893	2522370724
WILSON	NC	27893	2522370724
FUQUAY VARINA	NC	27526	9195524580
WINSTON-SALEM	NC	27104	3367242821
WINSTON-SALEM	NC	27104	3367242821
WINSTON-SALEM	NC	27104	3367242821
WINSTON-SALEM	NC	27104	3367242821

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

07/05/2012

07/28/2012

02/16/2012

03/15/2012

02/16/2012

03/15/2012

02/16/2012

03/15/2012

10/20/2011

12/05/2011

08/06/2009

09/02/2009

08/06/2009

09/02/2009

08/06/2009

09/02/2009

03/17/2010

04/08/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Nutrition and Dietary Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Administration Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Provide housekeeping and maintenance services.	Few	2
1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few	2
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Some	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	3
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Keep accurate, complete and organized clinical records on each resident that meet professional standards.	Few	2
Provide necessary care and services to maintain the highest well being of each	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

CENTER

WINSTON SALEM NURSING & REHABILITATION
CENTER

345092

1900 W 1ST STREET

WINSTON SALEM NURSING & REHABILITATION
CENTER

345092

1900 W 1ST STREET

WINSTON SALEM NURSING & REHABILITATION
CENTER

345092

1900 W 1ST STREET

WINSTON SALEM NURSING & REHABILITATION
CENTER

345092

1900 W 1ST STREET

WINSTON SALEM NURSING & REHABILITATION
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345092

1900 W 1ST STREET

WINSTON SALEM NURSING & REHABILITATION
CENTER

345092

1900 W 1ST STREET

WINSTON SALEM NURSING & REHABILITATION
CENTER

345092

1900 W 1ST STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WINSTON-SALEM	NC	27104	3367242821
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WINSTON-SALEM	NC	27104	3367242821
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WINSTON-SALEM	NC	27104	3367242821
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WINSTON-SALEM	NC	27104	3367242821
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WINSTON-SALEM	NC	27104	3367242821
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WINSTON-SALEM	NC	27104	3367242821
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WINSTON-SALEM	NC	27104	3367242821
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

06/24/2010

07/16/2010

07/08/2010

08/05/2010

09/24/2010

10/19/2010

09/24/2010

10/19/2010

09/24/2010

10/19/2010

09/24/2010

10/19/2010

09/24/2010

10/19/2010

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Mistreatment Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

maintain the highest well being of each resident .		
Have a program that investigates, controls and keeps infection from spreading.	Few	2
Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WINSTON-SALEM	NC	27104	3367242821
WINSTON-SALEM	NC	27104	3367242821
WINSTON-SALEM	NC	27104	3367242821
WINSTON-SALEM	NC	27104	3367242821
WINSTON-SALEM	NC	27104	3367242821
WINSTON-SALEM	NC	27104	3367242821
WINSTON-SALEM	NC	27104	3367242821
WINSTON-SALEM	NC	27104	3367242821
WINSTON-SALEM	NC	27104	3367242821

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

01/19/2011

02/11/2011

01/19/2011

02/11/2011

04/06/2011

05/12/2011

05/12/2011

06/03/2011

05/12/2011

06/03/2011

05/12/2011

06/03/2011

11/10/2011

12/05/2011

12/08/2011

12/30/2011

12/30/2011

02/28/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

Determine if it is safe for the resident to self-administer drugs.	Few	2
Make sure services provided by the nursing facility meet professional standards of quality.	Few	2
Safely provide drugs and other similar products available, which are needed every day and in emergencies, by a licensed pharmacist.	Few	2
Reasonably accommodate the needs and preferences of each resident.	Few	2
Provide housekeeping and maintenance services.	Many	1
Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed.	Some	1
Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	2
Provide necessary care and services to maintain the highest well being of each resident .	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WINSTON SALEM NURSING & REHABILITATION CENTER	345092	1900 W 1ST STREET
WOODLANDS NURSING & REHABILITATION CENTER	345481	400 PELT DRIVE
WOODLANDS NURSING & REHABILITATION CENTER	345481	400 PELT DRIVE
WOODLANDS NURSING & REHABILITATION CENTER	345481	400 PELT DRIVE
WOODLANDS NURSING & REHABILITATION CENTER	345481	400 PELT DRIVE
W R WINSLOW MEMORIAL HOME	345036	1075 US HIGHWAY 17 SOUTH

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

WINSTON-SALEM	NC	27104	3367242821
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WINSTON-SALEM	NC	27104	3367242821
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WINSTON-SALEM	NC	27104	3367242821
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FAYETTEVILLE	NC	28301	9108220515
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FAYETTEVILLE	NC	28301	9108220515
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FAYETTEVILLE	NC	28301	9108220515
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FAYETTEVILLE	NC	28301	9108220515
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ELIZABETH CITY	NC	27909	2523383975
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

12/30/2011

02/28/2012

01/20/2012

03/23/2012

05/25/2012

06/15/2012

04/20/2012

05/14/2012

04/20/2012

05/14/2012

04/20/2012

05/14/2012

06/12/2012

06/13/2012

07/09/2009

08/26/2009

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Resident Rights Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Pharmacy Service Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

resident .		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Few	2
Make sure that residents are safe from serious medication errors.	Some	2
Provide care for residents in a way that keeps or builds each resident's dignity and respect of individuality.	Few	2
Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few	2
Make sure that residents are safe from serious medication errors.	Few	2
Use a registered nurse at least 8 hours a day, 7 days a week.	Many	1
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to	Few	2

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

W R WINSLOW MEMORIAL HOME

345036

1075 US HIGHWAY 17
SOUTH

W R WINSLOW MEMORIAL HOME

345036

1075 US HIGHWAY 17
SOUTH

W R WINSLOW MEMORIAL HOME

345036

1075 US HIGHWAY 17
SOUTH

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

ELIZABETH CITY	NC	27909	2523383975
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ELIZABETH CITY	NC	27909	2523383975
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ELIZABETH CITY	NC	27909	2523383975
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NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

11/10/2009

12/08/2009

09/29/2011

11/16/2011

02/14/2012

03/13/2012

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

Environmental Deficiencies

HEALTH

Quality Care Deficiencies

HEALTH

Resident Rights Deficiencies

NC NH Complaints

Based on Nursing Home Compare - Complaint Deficiency

less than 5%.

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few	3
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Assist those residents who need total help with eating/drinking, grooming and personal and oral hygiene.	Few	2
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Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few	2
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